

**OFFICE OF THE DEAN,  
BHARAT RATNA LATE SHRI ATAL BIHARI VAJPAYEE  
MEMORIAL MEDICAL COLLEGE RAJNANDGAON (C.G.)**

**TENDER No: 460-61 /MC/PS/2022-23**

**TENDER DATED:- 27-01-2023**

**TENDER FOR OUTSOURCING OF -HOUSEKEEPING SERVICES**

**At**

**BRLSABVM MEDICAL COLLEGE RAJNANDGAON (C.G.)**

**Pendri Rajandgaon (C.G.)-491441**

**Cost of Tender Document - Rs. 2000/- (Rupees Two Thousand Only)**

**Last Date for Purchase of Tender Documents 16/02/2023 (2.00PM)**

**Last Date of Submission - 16/02/2023 (3.00 PM)**

**Tender Opening Date - 16/02/2023 (4.00 PM)**

*Paline*  
*27-1-2023*

*SR* *SR* *SR* *SR* *SR*

# **NOTICE INVITING TENDER**

## **FOR HOUSEKEEPING SERVICES**

### **INTRODUCTION**

The Dean has decided to invite tender for Housekeeping Services BRLSABVM Medical College Rajnandgaon, in State of Chhattisgarh through tender process. The detail of same is as under:-

S. No.	Name of the Institute	No. of Safai Karmi	No. of Supervisor
1	Bharat Ratna Late Shri Atal Bihari Vajpayee Memorial Medical Rajnandgaon CG	58	02
2	Bharat Ratna Late Shri Atal Bihari Vajpayee Memorial Medical Attached Hospital Rajnandgaon CG	191	06

## INDEX

<b>Chapter 1: Instructions to Bidder</b>	<b>3-8</b>
<b>Chapter2: Eligibility of Bidder/Prequalification Criteria/Technical Bid</b>	<b>9</b>
<b>Chapter3: Conditions of Contract</b>	<b>10-29</b>
<b>Chapter4: Price Schedule/Price Bid</b>	<b>30</b>
<b>Chapter5: Contract/Agreement Form</b>	<b>31-33</b>
<b>Chapter6: Annexure</b>	<b>34-39</b>

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

3

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*  
27.5.2023

## Chapter 1: Instructions to Bidder

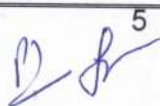
1. EMD	4
2. Amendment in bidding document	5
3. Tender Process	5-6
4. Award of contract	6
5. Performance Security	7
6. Other Important instructions	8

## EARNEST MONEY DEPOSIT (EMD)

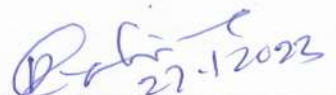
1. EMD acts as a safeguard against bidder's withdrawing/altering its bid during the bid validity period. EMD (or Bid Security) is must all bidders except for those holding EMD exemption Certificate from competent authority of State/Central Government. However the bidder needs to provide sufficient documentary evidence in support of the exemption along with the tender document to avail the same.
2. EMD shall be paid by way of FD in the name of Dean, BRLSABVM Medical College Rajnandgaon, Chhattisgarh.
3. The Bid Security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract within 1 month.
4. The EMD submitted by the successful bidder should be returned without any interest after the successful bidder deposits the performance security according to conditions stipulated in the bid document.
5. The bidder shall pay Bid Security (EMD) as per Annexure "A"
6. If the bidder withdraws from the bid in any respect within the period of validity of the bid then EMD may be forfeited.
7. If any document/ information provided by the bidder in support of its eligibility is proved to be false or forged then EMD may be forfeited.
8. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to comply with any of the terms & conditions of the contract.
9. Without EMD, bidder will not be consider for further process / rejected. (Except bidder submitted document & Eligible for exemption of EMD)











## Amendment in bidding document

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by an amendment. All such amendments will be made available on tender website.

In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the deadline for the submission of bids.

## Tender Process

The tender process will be of 2 cover system, consisting:

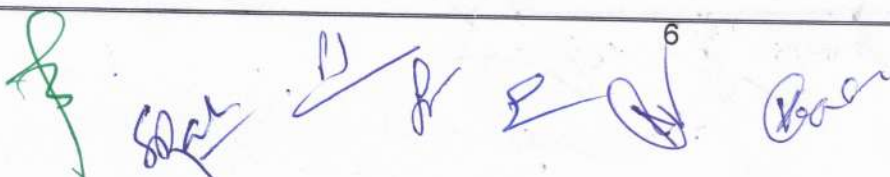
Cover – A: EMD, Prequalification/Technical Bid

Cover – B: Price Bid

## **Documents required in support of eligibility and Qualification/ Technical BID**

**(Cover A):**

1	Name & Address of the tenderer/Organization/Agency with phone number, email and name telephone/mobile number of contract person.	
2	Self-attested copies of work Orders and Client's Satisfactory Certificates in support of pre-qualification/technical criteria. If the service provider is presently providing/provided such services in Govt./PSU/Autonomous/Reputed private Institution. must submit the experience certificate for the same.	Submit relevant documents as per Annexure "B"
3	Experience of having successfully completed similar works during last 03 years ending last day of month previous to the one in which applications are invited should be either of the following.  Two similar completed works costing not less than the amount equal to 60% of the estimated cost or persons.  OR  One similar completed works costing not less than the amount equal to 80% of the estimated cost  Definition of "similar work" is the work related with the housekeeping services related with Govt./PSU/Autonomous/Reputed private Institution.	Submit relevant documents
4	Set-up of your Agency, clearly indicating details of managerial, supervisory and other staff-Organogramme	
a	Is the establishment registered with the Government; please give details with document/evidence.	Submit relevant documents
b	Do you have Live Labour license. Please provide details and attach a copy.	Submit relevant documents



5	Please give EPF No: ESI Code:	Please submit copy of the relevant document.
6	Statement of average annual turnover of last three years (FY 2019-20, 2020-21 and 2021-22), in support of eligibility criteria mentioned above, certified by a Statutory Auditor with average annual turnover not less than Rs. 50.00 Lakhs Annual .	Submit relevant documents as per Annexure "D"
7	Self-attested copy of PAN card.	Submit relevant documents
8	GST Registration of Chhattisgarh State.	Submit relevant documents
9	EMD in form of FD	Attached Original FD Annexure "A"
10	Current Bank Solvency certificate issued within one year from the date of tender amount rupees 25 Lakhs	Submit relevant documents
11	Acceptance of all terms & conditions. Self Declaration/undertaking on Non Judicial Stamp of Rs. 100/-for not having been blacklisted by any Tender Inviting Authority or by any State Government or by Government of India.	As per Annexure "C"
12	Registration under ISO 9001:2008/ OHSAS18001:2007/ ENISO14001:2004 certification/any other ISO equivalent certification	Submit relevant documents

### Cover – B, Price Bid

- The Final price to the purchaser with break up as price bid format.
- The bidder should consider all mandatory statutory payment e.g. PF, ESIC etc. in the price bid including other administration and operational cost/charge, which should be justifiable.
- Price bid (of qualified bidder) will be opened only for those bidders that deemed satisfactory and responsive during prequalification/technical bid (Cover A). Price comparison will be done on basis of sum of the total cost quoted for the institution as per number of the Safai Karmi & Supervisors mentioned in Annexure "A".

### Award of contract-

#### Award Criteria

Purchaser shall award the Contract to the qualified Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid subject to the bidder agrees to all terms and condition of the tender.

**Note: No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded. Any effort by a bidder to modify his bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.**

27-1-2022

Purchaser's right to accept any bid and to reject any or all bids :

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

Issue of notification of award

The issue of Notification of Award shall constitute the intention of the Purchaser to enter into contract with the bidder. Prior to the expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing by e-mail or by cable or Post. The bidder shall within 10 days of issue of the Notification of Award, give his acceptance along with agreement document & in conformity with the bid document. In case the bidder is not willing to unconditionally accept the contract within the specified timeframe, the EMD submitted will be forfeited

Performance Security

As a guarantee towards due performance and compliance of the contract work, the successful bidder (Agency) will deposit an amount equal to 5 % (Five) of Annual Contract value towards Performance Security Deposit in the form of FDR in the Favour of institution drawn on any Scheduled Bank and payable at Rajnandgaon. Performance security is to be furnished within 30 days from release of Purchase order. Performance security (FDR) shall be for a period of 60 days beyond from the contractual obligation.

In case of breach of contract by the supplier, the performance security is to be forfeited. If the supplier duly performs and completes the contract in all respect, the performance security shall be returned to the supplier without any interest, on completion of all such obligations under the contract.



Handwritten signatures and initials in green and blue ink at the bottom of the page.



## Other Important instructions

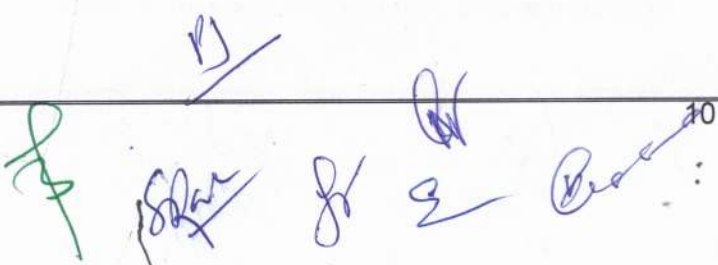
- 1- **No shifting of safaikarmi will be permissible without the prior approval of the Dean & Medical Superintendent**
- 2- All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
- 3- The purchaser shall have all rights to modify, addition, subtraction of any term(s) and condition(s) of the tender and different bids therein during any time of tender process, which shall be communicated to the bidder .
- 4- Tender document may be downloaded from the website: [www.abvmgmcrainandgaon.ac.in](http://www.abvmgmcrainandgaon.ac.in)
- 5- The bidders shall be solely responsible for checking these websites for any addendum/amendment issued subsequently to the bid document and take into consideration the same while preparing and submitting the bids.
- 6- The initial period of contract shall be for Three year which may be further extended by mutual agreement depending on performance of the Agency As per govt. norms and at discretion of the Dean, BRLSABVM Medical College Rajnandgaon.
- 7- Dean, BRLSABVM Medical College Rajnandgaon will be the final authority for any changes in tender terms.
- 8- A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions.
- 9- The bid shall be valid and open for acceptance of the competent authority for a period of 100 days from the date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by successful bidder shall be entertained.
- 10- To assist in the analysis, evaluation and computation of the bids, the competent authority, may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
- 11- After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying with the provisions of Minimum Wages Act. In case two or more agencies are found to have quoted the same rates, the Dean, BRLSABVM Medical College Rajnandgaon shall decide about the Agency to which the offer shall be granted based on the report on the past performance of the firm and length of experience in Chhattisgarh etc.  
Decision by tendering authority shall be final in this regard.
- 12- The quoted rates shall not be less than the minimum wages of Govt. of Chhattisgarh and shall include all statutory obligations. The rate quoted should be consolidated with Employer EPF contribution, ESI contribution, GST and other applicable charges.
- 13- **Blacklisting:**
  - i. The Bidder who submits false, forged or fabricated documents or conceals facts with intent to win over the Bid; bid security Deposit of such Bidder firm will be forfeited and firm will be liable

9

27-1-2023

for blacklisting for a period of not Less than 2 years. The firm will also be liable for Legal action depending on the facts & circumstances of the case.

ii. The successful Bidder after declare L1 Bidder or after entering into an agreement withdraw or fail to honour commitments as per Bid conditions, Performance Security of such Bidder firm will be forfeited and firm will be liable for blacklisting for a period of not Less than 2 years.

Handwritten signatures and initials in green and blue ink at the bottom of the page. From left to right: a green signature, a blue signature, a blue initial 'R', a blue initial 'S', and a blue signature 'Rao' with a circled 'R' and a line pointing to the number '10'.

## **Chapter 2: Eligibility of Bidder/Prequalification Criteria/Technical Bid**

The bidder must possess the minimum qualifications, required technical and financial capabilities in providing the services necessary to meet the requirements as described in the Tender document. The bidder must also possess the technical know-how and financial capabilities that would be required to successfully provide the requisite manpower, for HOUSE KEEPING SERVICES as sought under this Tender for entire period of contract .The bid must be complete in all respects and should cover the entire scope of work as stipulated in the Tender. Invitation to this Tender is open to all bidders who satisfy the eligibility criteria as given below:-

**LEGAL ENTITY:** - The Bidder should be a registered firm (Proprietorship or Partnership) /Company (Pvt. Limited or Public Limited), Societies/Trust having existence for the last 3 years in Housekeeping services.

**BIDDER TURN OVER** :- The Bidder must have achieved minimum average annual turnover as per Annexure 'A' during last three financial years (2019-20, 2020-21 and 2021-22) in House Keeping Services. Submit letter of Chartered Accountant in reference of the same.

### **NATURE AND EXPERIENCE OF WORK :-**

- 1- The Bidder should have experience in doing similar nature of work in a health facility (local/National) and should have successfully completed the same for at least 2 complete years period. In support of this, Bidder should submit the copy of such work orders/LOI /Agreement along with satisfactory completion certificates issued from at least two of its clients. One of them should be experience of 02 years in any Govt/Semi Govt/autonomous/PSU/reputed private institution.
- 2- Experience certificate of previous/on-going work is mandatory.  
Self-attested copies of work Orders/LOI/Agreement and Client's Satisfactory Certificates in support of qualification criteria given above.

**BLACKLISTING / BANKRUPTCY:** - The Bidder should declare for not having been blacklisted by any Tender Inviting Authority or by any State Government or by Government of India or under declaration of ineligibility for corrupt or Fraudulent practices. No Police Case should be there against the bidder as on date. The bidder should not be bankrupt or filed for bankruptcy.

**ESSENTIAL REGISTRATIONS:** - The bidder shall have the following registrations and details of the same be provided in the technical bid :-

- Registration under ISO 9001:2008/ OHSAS18001:2007/ ENISO14001:2004 certification/any other ISO equivalent certification.
- E.P.F. and ESIC Registration
- PAN Number
- Valid labour license issued by concerned Government department.
- GST registration in Chhattisgarh State as applicable.

Current Bank Solvency certificate issued within one year from the date of tender amount rupees 25 Lakhs.

27-1-2023

## Chapter 3: Conditions of Contract

<b><i>A -General Terms &amp; Conditions:</i></b>	<b><i>11-16</i></b>
Use of contract document & information	11
Liquidated damage	11
Penalties	11-12
Force majeure	12
Termination	12-13
Dispute resolution	13-14
Governing language	14
Contract agreement	14
Payments	14
Compliance with laws	14
Governing law and jurisdiction	15
Severability	15
Modification	15
Variations	15
Miscellaneous terms & conditions	15-16
<b><i>B. Special Terms &amp; Conditions with Standard Operating Procedure</i></b>	<b><i>16-29</i></b>

*[Handwritten signatures and initials in blue ink]*

## **A. General Terms & Conditions**

### **1. Use of contract document & information**

The Service Provider shall not, without the tendering authority prior written consent, disclose the Contract, or any provision thereof, or any information furnished by tendering authority in connection therewith, to any person other than a person employed by the Service provider in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

### **2. Liquidated Damage**

The Service Provider shall pay liquidated damages for non-performance to the Employer at twice the daily remuneration rate payable for each day that the services have not been provided on the site within the stipulated time given in the work order. The total amount of the liquidated damages shall not exceed 10 % of the monthly remuneration for that service. The Employer may deduct liquidated damages from payments due, of the Service Provider. Payment of liquidated damages shall not affect the Service Provider's other liabilities.

### **3. Penalties:**

In addition to the liquidated damages, penalty may be issued to the Service Provider for minor deficiencies on its part (as per table given below). In the case of significant deficiencies in Services causing adverse effect on the Project or on the reputation of the Authority, other penal action including debarring for a specified period may also be initiated.

In the event of total default / failure by the Service Provider in providing the Services, Client reserves the right to get the Services executed by any other Service Provider at the cost and risk of the Service Provider

No.	Description of Irregularities	Penalty
1	If the required workers are less than the minimum required	@ Rs. 500/- per incidence
2	In case of workers/supervisor found absent during duty hours	@ Rs. 500/- per worker
3	If it is found that no action is being taken within one hour after the complaint of cleanliness and improper Housekeeping by In-charge/Supervisor/ Nodal Officer of Contracting Authority	@ Rs. 500/- per complaint
4	If any Floor, walls, roof top, stair case of the College found dirty or Cobweb, Bird nest etc found inside and outside the College premises	@ 500/- per incidence
5	If any open area, College Campus, Main Entrance, Entrance, parking area, road, garden, area between the two buildings, Water tank etc not found cleaned.	@ 500/- per incidence
6	If the House keeping worker / Supervisor were found indulging in smoking/drinking/sleeping during duty hours.	@ 1000/- per incidence
7	If the House Keeping Worker were not found in prescribed uniform and displaying their photo identity card.	@ Rs 500 per incidence

11

8	For any theft / pilferage/ loss and damage of the College property/ Equipments/movable or immovable assets etc.	Equal amount would be deducted / amount spend in repair would be deducted from the contractor monthly bill.
9	If any gutkha/tobacco spiting were found inside the College, , corridors, walls, floor, stairs or inside and outside The College premises.	@ Rs 500 per incidence
10	If it is found that Bio Medical Waste or Municipal Waste has not been lifted from the areas of the College.	@ Rs 1000 per incidence
11	If it is found that Bio Medical Waste Storage Room or Municipal / Garbage Collection area is not cleaned frequently	@ Rs 500 per incidence
12	If it is found that general Toilets on all floors of the College and toilets of Department etc are found un-cleaned/ dirty	@ Rs 500 per incidence

#### 4. **Force Majeure**

- a. If either party is temporarily unable by reason of force majeure to meet any of its obligations under the Contract, and if such party gives written notice of the event within fifteen (15) days after its occurrence, such obligations of the party as it is unable to perform by reason of the event shall be suspended for as long as the inability continues. Neither party shall be liable to the other party for any loss, actually incurred, or damage sustained by such other party arising from any event or delays arising from such event.
- b. The term "force majeure" shall mean events beyond the control of either party, which prevent the affected party from performing and fulfilling its obligations under the Contract, and could not have been reasonably anticipated or foreseen, or although foreseen were inevitable, such as acts of war, whether or not war be declared, public disorders, insurrection, riots, sabotage, explosions, violent demonstrations, blockades, and other civil disturbances, epidemics, nuclear contamination, landslides, earthquakes, typhoons, volcanic eruption, floods, washouts and other natural calamities and acts of God, strikes, lock-outs or other industrial action or equivalent disruption or disturbances, boycotts and embargo or the effects thereof, and any other similar events.
- c. In the case of disagreement between the parties as to the existence, or extent of, force majeure, the matter shall be submitted to arbitration in accordance with provision of this agreement.

#### 5. **TERMINATION**

##### **By Client**

Client may terminate the contract in event of severe misconduct or failure of the service providing, which can not be resolved amicably by both parties, by giving a written notice of termination not less than Forty five (45) days after the occurrence of the events

##### **By the Service Provider**

The Service Providers may, by not less than Forty five (45) written notice to the Client, such

notice to be given after the occurrence of any of the events specified in paragraphs (i) through (iv) of this Clause, terminate this Contract:

- (i) if the Client fails to pay any money due to the Service Providers pursuant to this Contract and not subject to dispute within forty-five (45) days after receiving written notice from the Service Providers that such payment is overdue;
- (ii) if the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Service Providers may have subsequently approved in writing) following the receipt by the Client of the Service Providers' notice specifying such breach;
- (iii) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than Forty Five (45) days; or
- (iv) if, the Client fails to comply with any final decision reached as a result of arbitration pursuant to this agreement.

#### **PAYMENT UPON TERMINATION**

Upon termination of this Contract, the Client shall make the payments for Services satisfactorily performed prior to the effective date of termination; to the Service Providers after offsetting against these payments any amount that may be due from the Service Provider:

### **6. DISPUTE RESOLUTION**

#### **Amicable Resolution**

Any dispute, difference or controversy of whatever nature between the Parties, howsoever arising under, out of or in relation to this Agreement (the "Dispute") shall in the first instance be attempted to be resolved amicably through discussions between the Parties.

#### **Arbitration**

##### **a Procedure**

Any Dispute which is not resolved amicably within 30 days, the same shall be referred to the Chairman Client (Dean, BRLSABVM Medical College, Rajnandgaon). There upon, the Chairman Client, after hearing both the parties shall give his written decision within thirty days. This period can be extended by mutual consent of the parties.

##### **b Arbitration**

Upon receipts of written instructions or decisions, of Chairman, Client the parties shall promptly proceed without delay to comply such decisions. If the Chairman fails to give his instruction or decision in writing within a period of 30 days or mutually agreed time or, if the parties is/ are aggrieved against the decision of the Chairman, the aggrieved party may file the petition for resolving the dispute through arbitration in the arbitration tribunal at Raipur within 30 days from the date of issue of the decision of the Chairman, Client.

##### **c Place of Arbitration**

The place of arbitration shall ordinarily be Rajnandgaon but by agreement of the Parties, the arbitration hearings, if required, may be held at place of work.

21 15

Rajendra  
22-1-2023

**d Hindi / English Language**

The request for arbitration, the answer to the request, the terms of reference, any written submissions, any orders and awards shall be in Hindi/English and, if oral hearings take place, Hindi/English shall be the language to be used in the hearings.

**e Enforcement of Award**

The Parties agree that the decision or award resulting from arbitration shall be final and binding upon the Parties and shall be enforceable in accordance with the provision of the Arbitration Act subject to the rights of the aggrieved parties to secure relief from any higher forum.

**f Performance during Dispute Resolution**

Pending the submission of and/or decision on a dispute and until the arbitral award is published, the Parties shall continue to perform their respective obligations under this Agreement, without prejudice to a final adjustment in accordance with such award

**7. Governing language**

The contract shall be written in Hindi/English language. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the Hindi/English language.

**8. Contract Agreement**

- An agreement shall be signed with the successful bidder as per contract agreement format mentioned in chapter 5.
- The contract shall come into effect on the date of signing by both the parties. The contract shall be valid for a period of 3 year from the date of signing of contract.

**9. Payments:**

- The Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the Department or office concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The service provider shall deposit the monthly remuneration in the respective bank account of the housekeeping Staff and shall furnish a consolidated statement of such deposit along with his claim of reimbursement. As far possible the payment will be released by the second week of the succeeding month.
- The wages will be revised as per revision of the minimum wages by State Government time to time and the service provider will inform for the same to the concerned authority.

**10. COMPLIANCE WITH LAWS**

The Service Provider shall take due care that all its documents comply with all relevant laws and statutory regulations and ordinances, guidelines in force which includes all laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including judgements, decrees, injunctions, writs of or orders of any court of record, as may be in force and effect during the subsistence of this Agreement applicable to the Service Provider.

Handwritten signatures and initials in blue ink at the bottom of the page, including a large signature on the left and several smaller initials and marks.



## **11. GOVERNING LAW AND JURISDICTION**

This Agreement shall be governed by the laws of India. The Courts at Rajnandgaon shall have jurisdiction over all matters arising out of or relation to this Agreement.

## **12. SEVERABILITY**

In the event that any provision of the term & conditions is held to be invalid or unenforceable, the remaining provisions of term & conditions will remain in full force and effect.

## **13. MODIFICATION**

Modification of the terms and conditions, including any modification of the scope of the Services, may only be made by written agreement between the Parties.

## **14. VARIATIONS**

Client may, by written notice to the Service Provider, direct the Service Provider to vary the scope, sequence or timing of the Services and the Service Provider shall be bound to comply with that direction. All such variation shall be in writing.

## **15. Miscellaneous Terms & Conditions**

- a. An agreement will be signed between the successful bidder and the contracting authority within 10 days after issue of letter of intent.
- b. Sub-contracting or subletting will not be permitted under any condition.
- c. Conditional bids shall not be considered and will be out rightly rejected at the very first instance.
- d. The successful bidder will be bonded legally by the details furnished by him/her, while submitting the bid or at subsequent stage in case any of such documents furnished is found to be false at any stage it would be deemed to be a breach of contract making the successful bidder liable for legal actions and termination.
- e. The Dean BRLSABVM Medical College Rajnandgaon shall have all rights to reject the bid or any other participating party without assigning any reason.
- f. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of specified work using appropriate materials and tools/ equipment.
- g. The contractor should ensure the Health and Safety measures of the employees, deputed for the works at his end. The contracting authority may also conduct health checkup of the staff deployed at regular intervals at the contractor's cost if required.
- h. The Contractor must employ adult labour only and they should be physically fit to work described under the contract. Employment of child labour will lead to automatic 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 and all liabilities (civil or criminal) arising out of mis-conduct of staff in any manner whatsoever.
- i. The Contractor at all times should follow all the Statutory Regulations on ie. wages, Human resource, management etc.

17

Robine  
27-1-2023

- j. Contracting authority however, reserves the right to terminate the contract by serving three months' notice, in writing if the hospital administration is not satisfied about the services of the contractor. The contractor may also ask for foreclosure of contract by giving three months' notice to, the Contracting Authority giving reasons thereof.

### **B. Special terms & conditions**

- 1) The contractor has to provide standard liveries on his part to its housekeeping staff. The staff shall be in proper uniform of color blue provided by the contractor but approved by College administration with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of the competent authority.
- 2) College administration will provide the space for setting up a **control room/store room** for the contractor in the premises of the College from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the College. The contractor will arrange for all items needed for his staff viz., time keeping machine, preferably computerized inventory of stores, preferably computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment, etc.
- 3) Once the housekeeping staff is allotted an area of work he or she will be under supervision of the concerned Head of the Department and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the officers/supervisors. Weekly feedback form and daily checklist of the task assigned has to be signed by the supervisor and counter signed by the concerned Head of the department.
- 4) The Contractor shall ensure:-
  - a. Provision of ride-on cleaner, drier, vacuum cleaners & high pressure water jet as required.
  - b. Ensure that their managers/supervisors are equipped with mobile phones.
  - c. Arrange for a garbage disposal vehicle/trolley, and other equipment required for segregation and disposal of waste in a professional manner to designated place as earmarked by district administration.
  - d. Provide Medical Waste management services when applicable including all equipment, containers, trolleys etc.
  - e. Plan; manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area.
  - f. The work should be carried out in an eco-friendly manner. The contractor will arrange/collect required resources, including manpower, machinery. which is used by the housekeeping staff. The contractor will also 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 house keeping staff.
  - g. It will be responsibility of housekeeping department to provide and check about the items in the work area whether they are proper or not and would inform the

supervisors and the concerned head of the department in view of any theft / loss.

5) The quoted rates shall not be less than the minimum wages of Govt. of Chhattisgarh and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution etc, All the changes of made in minimum wages by govt. of Chhattisgarh will be implemented from time to time with mutual consent.

**6) Safety Guidelines**

- a. The Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to contractors as well as sub-contractors deployed by them at the site.
- b. All Service Provider workmen should be provided with a uniform and shall work within the Client premises in their prescribed uniform.
- c. The Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked.
- d. The Service Provider shall ensure that proper fencing, lighting and warning signs are placed on and around the work site for safety at all times.
- e. The Service Provider shall report all notifiable accidents, dangerous occurrence and potential hazard situations to Client representative on site.
- f. The Service Provider shall provide prior information to the Client representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- g. The Service Provider must not remove or displace any guard, fencing or other safety equipment, which is designed to protect personnel or machinery or any place where safety equipment has been provided without the written permission of Client representative. On completion of any work, any such guards / fencing that had to be removed must be replaced immediately and whilst work is being carried out, machinery must not be operated.
- h. The housekeeping standards employed by Service Provider and his sub-contractors must be good in all respects.
- i. The Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- j. The Service Provider must obtain prior permission from Client representative, if the processes being employed to carry out that work significantly increase the ambient noise level in that area being worked.
- k. No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by the Client representative.
- l. All temporary structure, erected by contractors for the purpose of allowing their staff to work at heights of more than 4m above floor level, must be constructed in accordance with the safety regulations.
- m. The Service Provider must arrange/collect consumables, tools and equipment based on applicable regulations / codes /guidelines.
- n. The Service Provider must take prior permission from Client manager before working on plant

19

Rabir  
27-1-2023

services such as water lines or electricity.

- o. The Service Provider should ensure that proper qualified / trained / licensed personnel carry out the jobs and that proper supervision is done for all jobs.
- p. The Service Provider should take prior permission from Client representative before connecting any power tool to the electric supply and must never connect these to UPS.
- q. All electrical equipment's/appliances must be connected by 3 core cables and 3 pin plugs / sockets. For 3-phase supply, 05 core cable (03 phase, neutral & earthing) and to be connected through appropriate industrial plug/MCBs.
- r. Any power / compression / percussion tools must be used by trained personnel with proper safety precautions during operation / storage.
- s. The Service Provider must take prior permission from Client representative before hoisting / lifting any equipment. The Service Provider should ensure that adequate anchorage is deployed.
- t. The Service Provider must take prior permission from the concerned officer in-charge or Head of department before bringing any lift-trucks, cranes, lift pulley systems in the premises.
- u. The Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.
- v. All workmen of the Service Provider or their sub-contractors must have valid identifications cards issued by the Client shall display at all times during duty hours.
- w. During electrical work, the Service Provider shall ensure that rubber gloves / boots of correct grade are used; temporary supply is tapped from source panel which is properly fabricated / fixed and earthed; each tapping shall be through ELCB; have double earthing for 3-phase connection.

## 7) SOP for HOUSEKEEPING SERVICES

### Standard Operating procedures for cleaning

#### General Cleaning Practices for All Health Care Settings

##### Before cleaning:

- Check for additional precautions signs.
- Follow precautions as indicated.
- Remove clutter before cleaning.
- Follow the manufacturer's instructions for proper dilution and contact time for cleaning and disinfecting solutions.
- Gather materials required for cleaning before entering the room.
- Clean hands before entering the room.

##### During cleaning:

- Progress from the least soiled areas (low-touch) to the most soiled areas (high-touch) and from high surfaces to low surfaces.
- Remove gross soil (visible to naked eye) prior to cleaning and disinfection.
- Minimize turbulence to prevent the dispersion of dust that may contain

microorganisms.

- Never shake mops.
- Use dust control mop prior to wet/ damp mop.
- Wash the mop under the running water before doing wet mopping.
- Do not 'double-dip' cloths (dip the mop only once in the cleaning solution, as dipping it multiple times may recontaminate it).
- An area of 120 square feet to be mopped before re-dipping the mop in the solution.
- Cleaning solution to be changed after cleaning an area of 240square feet.
- Where facility of laundering mops is not available, mops should be changed at following defined intervals:
  - o High risk areas - In each shift
  - o Low risk areas - Every day
- Change cleaning solutions as per manufacturer's instructions. Change more frequently in heavily contaminated areas, when visibly soiled and immediately after cleaning blood and body fluid spills.
- Be alert for needles and other sharp objects. Safely handle and dispose sharps into puncture proof container. Report incident to supervisor.
- Collect waste, handle plastic bags from the top (do not compress bags with hands).
- Clean hands on leaving the room.

**After cleaning:**

- Do not overstock rooms.
  - Tools used for cleaning and disinfecting must be cleaned and dried between uses.
  - Launder mop heads daily.
  - All washed mop heads must be dried thoroughly before re-use.
  - Clean sanitation cart and carts used to transport biomedical waste daily.
  - All attachments of machines should be removed, emptied, cleaned and dried before storing.
1. Return cleaned equipment (e.g., IV poles and pumps, walkers, commodes) to clean storage area.

**Routine Bathroom Cleaning**

Working from clean areas to dirty areas:

*[Handwritten signatures and initials]*

*[Handwritten date: 21-1-2023]*

- Remove soiled linen from floor; wipe up any spills; remove waste.
- Clean door handle and frame, light switch.
- Clean chrome wall attachments.
- Clean inside and outside of sink, sink faucets and mirror; wipe plumbing under the sink; apply disinfectant to interior of sink; ensure sufficient contact time with disinfectant; rinse sink and dry fixtures.
- Clean all dispensers and frames.
- Clean call bell and cord.
- Clean support railings, ledges/ shelves.
- Clean shower, faucets, walls and railing, scrubbing as required to remove soap scum; apply disinfectant to interior surfaces of shower, including soap dish, faucets and shower head; ensure sufficient contact time for disinfectant; rinse and wipe dry; inspect and replace shower curtains monthly or as required.
- Clean bedpan support, entire toilet including handle and underside of flush rim; ensure sufficient contact time with disinfectant.
- Remove gloves and wash hands.
- Replenish paper towel, toilet paper, waste bag, soap and ABHR as required.
- Report mould and cracked, leaking or damaged areas for repair. Additionally for discharge/transfer cleaning:
- Change all colour coded waste bags, clean colour coded bin, if dirty.
- Scrub shower walls.

### **Mopping Floors using Dust Control Mop (microfiber)**

Working from clean areas to dirty areas:

- Remove debris from floor and dry any wet spots with paper towel.
- Remove gum or other sticky residue from floor.
- Starting in the farthest corner of the room, drag the mop toward you, then push it away, working in straight, slightly overlapping lines and keeping the mop head in full contact with the floor.
- Do not lift dust mop off the floor once you have started, use swivel motion of frame and wrist to change direction.
- Move furniture and replace after dust mopping, including under and behind bed.
- Carefully dispose off debris, being careful not to stir up dust.
- Replace mop head/pad when soiled and after mopping a room.

## Mopping Floors using Wet Loop Mop and Bucket

Working from clean areas to dirty areas:

- Prepare fresh cleaning solution according to the manufacturer's instructions using appropriate PPE according to Material Safety Data Sheet (MSDS).
- Place 'wet floor' caution sign outside of room or area being mopped.
- Divide the area into sections (eg. Corridors may be divided into two halves, lengthwise, so that one side is available for movement of traffic while the other is being cleaned.)
- Immerse mop in cleaning solution and wring out.
- Push mop around skirting's first, paying particular attention to removing soil from corners; avoid splashing walls or furniture.
- In open areas use a figure eight stroke in open and wide spaces, overlapping each stroke; turn mop head over every five or six strokes. While in small spaces, starting in the farthest corner of the room, drag the mop toward you, then push it away, working in straight, slightly overlapping lines and keeping the mop head in full contact with the floor.
- Repeat until entire floor is done.
  
- Change the mop head when heavily soiled or at the end of the day.

## Mopping Floors using a Microfiber Mop

Working from clean areas to dirty areas:

- Fill plastic basin with cleaning solution.
- Place microfiber pad(s) to soak in basin.
- Take a clean pad from the basin, wring out and attach to mop head using Velcro strips.
- Remove pad when soiled and set aside for laundering.
- Use a fresh microfiber pad for each room.
- Send soiled, reusable microfiber pads for laundering at the end of the day.

## Cleaning Spills of Blood and Body Substances

Spills of blood and other body substances, such as urine, faeces and emesis, must be contained, cleaned and the area disinfected immediately. The health care organisation shall have written policies and procedures for dealing with biological spills that include:

- Clearly defined assignment of responsibility for cleaning the spill in each area of the health care setting during all hours when a biological spill might occur.
- Provision for timely response.
- A method for the containment and isolation of the spill.
- Training of staff who will clean the spill.

Robbie  
27-1-2023

- Access to PPE, equipment, supplies, waste and linen disposal for staff who will clean the spill.
- Proper disposal of waste.
- Procedure to be followed if there is a staff exposure to biological material.
- Documentation of the spill incident.

### **Cleaning a Biological Spill\***

- Assemble materials required for dealing with the spill prior to putting on PPE.
- Inspect the area around the spill thoroughly for splatters or splashes.
- Restrict the activity around the spill until the area has been cleaned and disinfected and is completely dry.
- Put on gloves; if there is a possibility of splashing, wear a gown and facial protection (mask and eye protection or face shield).
- Confine and contain the spill; wipe up any blood or body fluid spills immediately using either disposable towels or a product designed for this purpose.
- Dispose off materials by placing them into regular waste receptacle, unless the soiled materials are so wet that blood can be squeezed out of them, in which case they must be segregated into the biomedical waste container (i.e., yellow bag).
- Disinfect the entire spill area with a hospital-grade disinfectant and allow it to stand for the amount of contact time recommended by the manufacturer.
- Wipe up the area again using disposable towels and discard into regular waste.
- Care must be taken to avoid splashing or generating aerosols during the clean up.
- Remove gloves and perform hand hygiene.

### **Stain Removal**

#### **Principles of stain removal:**

1. All stains should as far as possible, be removed while still fresh.
2. Before using any reagent, it should be tested on a hidden or small portion of the surface.
3. If the nature of the stain unknown, it should be treated first by the least harmful method, passing on from one process to next more active until an effective reagent is reached.
4. The nature and texture of the surface should be borne in mind while selecting the reagent for stain removal.
5. The reagent bottle should be tightly capped after each use.
6. The room should have good ventilation.
7. After stain removal, the reagent should be neutralized. An acidic solution is neutralized with an alkaline one and vice-versa. A thorough rinsing with clean water is essential



after each treatment.

### Stain removal from floors

Type of stain	Methodology
Rust	Apply a poultice of sodium citrate, glycerin, precipitate of calcium carbonate and water. Let it dry and scrape off.
Ink	From marble and terrazzo – apply a poultice of sodium perborate and turpentine oil. Let it dry and scrape off.
Chewing Gum	Harden with ice, scrape off. If stain is left, rub with steel wool dipped in cleanser, rinse dry and polish.
Acid	Clean with dilute general purpose cleaner. Neutralize with ammonia. If stain persists, use steel wool dipped with cleanser. Rinse dry & polish.
Blood	Rub with concentrated cleanser and in case of stubborn stains use zero degree steel wool dipped in cleanser. Rinse dry and polish

### Stain removal from polished wood

Type of stain	Methodology
Ink	Mop it as quickly as possible. Rub with fine steel wool or use hot solution of a weak acid and then rinse. In both cases, the stain, colour and polish will be removed. So rub with linseed oil or shoe polish to darken it and later apply polish
Spills, slight heat or burn marks	a) Rub with a rag moistened with a drop or two of liquid metal polish or methylated spirit and then re polish. b) Rub with a very fine abrasive like cigarette ash, steel wool and re polish.
Scratch Marks	If newly scratched cover with iodine or potassium permanganate solution or shoe polish, which will be used according to the colour of the surface i.e. if necessary remove the polish first and then re polish.
Alcohol	a) Wipe up and rub with finger dipped in silver polish, linseed oil or cigarette ash and re polish. b) Wipe up. Put a few drops of ammonia on a damp cloth and rub. Repolish immediately.

### Stain Removal from Carpet and Upholstery

Type of stain	Methodology
Mud	Vacuum when dry. Use carpet spotting kit or shampoo method. Use dry cleaning method (methylated spirit) if required.
Candle Wax	Remove deposit. Cover with the blotting paper and press with warm iron. Repeat until absorbed. Change paper often. Remove traces with methylated spirit or any grease solvent.
Ink Writing	Flush with soda siphon. Blot. Sponge with a solution of 50% Vinegar and 50% water. Blot. If necessary consult professional.

<b>Ink Ball Pen</b>	Use dry cleaning method. Dab with methylated spirit plus a little white vinegar or use vinegar and milk in sponging and soaking method.
<b>Tar</b>	Remove deposit. Rub with glycerin solution. Rinse, blot. Shampoo and brush the pile.
<b>Urine</b>	Flush with soda siphon. Blot. Sponge with vinegar solution. Sponge with antiseptic solution.
<b>Vomit</b>	Remove deposit. Flush with soda siphon. Blot or sponge with borax solution. Sponge with antiseptic solution.
<b>Curry</b>	Remove excess. Use carpet shampoo method (ice cream, chocolate use dry cleaning method).
<b>Dyes</b>	Use dry cleaning method with methylated spirit plus a few drops of ammonia. Test first.
<b>Burns</b>	From carpet trim burnt fibers first with scissors. Then use carpet shampoo plus 1 tbs white vinegar. Call for professional advice if required.
<b>Battery Acid</b>	From carpet act fast. Blot. Sponge with solution of borax.
<b>Grease, Oil, Cream, Hair Oil</b>	Remove deposit. Use dry cleaning method or use iron and blotting paper. Use carpet shampoo method later.

### PROVISIONAL CLEANING SCHEDULE

S. No.	ACTIVITY	FREQUENCY	AGENTS USED
<b>PUBLIC AREA WASH ROOM</b>			
1	Cleaning	Every 04 hourly	Any Hospital approved disinfectant
2	Washroom & Wash Basins Cleaning	Every 04 hourly and as & when Required	Any Hospital approved disinfectant
<b>LOBBY</b>			
3	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per norms
4	Dry mop	Twice a day	Mop
5	Dusting	Twice a day	Duster
6	Mopping	Twice a day	Any hospital approved disinfectant
<b>STORES (MEDICAL SURGICAL, NON - MEDICAL)</b>			
7	Garbage Removal	Twice a day / when bags are 3/4 <sup>th</sup> Full	As per the BMW guidelines
8	Dry Mop	Twice a day	Mop
9	Dusting	Twice a day	Duster
10	Mopping	Twice a day	Any Hospital approved disinfectant
<b>ADMINISTRATION RECORD / OFFICE</b>			
11	Garbage Removal	Twice a day / when bags are 3/4 <sup>th</sup> Full	As per the guidelines

12	Dry mop	Twice a day / as & when required	Mop
13	Dusting	Twice a day / as & when required	Duster
14	Mopping	Twice a day / as & when required	Any Hospital approved disinfectant
15	Washroom & wash basins Cleaning	Twice a day and as & when required	Any Hospital approved disinfectant
<b>LABORATORY</b>			
16	Garbage Removal	Twice a day / when bags are 3/4th Full	As per the BMW guidelines
17	Dry mop	Twice a day	Mop
18	Dusting	Twice a day	Duster
19	Mopping	Twice a day	Any Hospital approved disinfectant
20	Cleaning of work benches	Twice a day/ as & when required	0.25% Hypochlorite/ or any standard disinfectant prescribed by Hospital.
21	Washroom & wash basins cleaning	Thrice a day and as & when Required	Any Hospital approved disinfectant
22	Assist in Fumigation	Once a month	Bacillocid or other Material Solution approved by Hospital
23	Washing of Slippers	Once in a week	Detergent
<b>AUDITORIUM</b>			
24	Garbage Removal	Twice a Week/ as & when required	As per the guidelines
25	Dry mop	Twice a Week / as & when required	Mop
26	Dusting	Twice a Week / as & when required	Duster
27	Mopping	Twice a Week / as & when required	Any Hospital approved disinfectant
28	Washroom & wash basins Cleaning	Twice a Week and as & when required	Any Hospital approved disinfectant
29	Vaccum cleaning of carpet and seats	Twice a Week and as & when required	Vaccum cleaner
30	<b>* Note:- Auditorium should be clean properly before and after any function/Events in the auditorium.</b>		

Uniforms of housekeeping staff, I- Cards, safety gear etc. to be provided by the vendor as per requirement.





27

## SERVICE LEVEL AGREEMENT (SLA) -- HOUSEKEEPING

S. No.	Service Level Description	Standards	Measurement	Parameters
<b>A</b>	<b>Routine cleaning and housekeeping</b>			
2	Daily Cleaning	Daily	Not More than 5 reasonable complaints per month through facilities hotline	6 or more documented complaints=0% conformance
3	Emptying of waste bins	All areas to be kept clean and tidy at all times	Not more than 5 reasonable complaints per month through facilities hotline	6 or more documented complaints=0% conformance
4	Vacuuming of carpet areas			
5	Cleaning of all tables, chairs, cabinet tops and conference room furniture			
6	Cleaning of glass doors, partitions and workstation partition.			
7	Cleaning of toilets	Hourly inspection. Areas to be kept clean and stocked up with adequate consumable	Not More than 5 reasonable complaints per month through facilities hotline	6 or more documented complaints=0% conformance
8	Road Cleaning	Daily	Not More than 5 reasonable complaints per month through facilities hotline	6 or more documented complaints=0% conformance
9	External Area including culverts and installations	Daily	Not More than 5 reasonable complaints per month through facilities hotline	6 or more documented complaints=0% conformance

B	Periodic Cleaning			
1	Corners scrubbing	Weekly	90% achievement of schedule	1 or more non-compliance to schedule = 0%
2	Change of Consumables	Weekly		
3	Floor scrubbing	Weekly		conformance
4	Descaling	Weekly		
5	Fixed workstation cleaning	Weekly		
6	Meeting room deep cleaning	Fortnightly		
7	Carpet shampooing	Half yearly		
8	Internal windows, sills, blinds	Half yearly		
9	Base of white boards	Half yearly		
10	Air-conditioning grill cleaning	Fortnightly		
11	Floor polishing	Half yearly		
12	Spring cleaning of toilets	Weekly		
13	Maintenance of wooden furniture	Weekly		
14	Health and safety	Zero housekeeping related health and safety incidents		

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*

*Handwritten signature*  
27-1-2023

1.

## Personal Hygiene & Etiquette and Manners

### Personal Hygiene

1. Staff must have bath daily.
2. Staffs to have regular haircuts and keep it clean. It should not appear greasy, oily or unclean.
3. Men must shave daily. Those sporting moustaches must keep them clean & trimmed. Moustaches must not be below upper lip.
4. Teeth must be brushed immediately before coming on duty. Do not eat onion or garlic or smoke before the beginning of the shifts. Please use a mouth wash.
5. Nails should be kept short & clean.
6. Hands must be free of stains and skins break. Cut & burns must be covered with the correct dressings and do not be left exposed. Wash hands with soaps after using toilet or after eating or handling refuse.
7. Uniforms should be clean, laundered & ironed. Change uniforms regularly. Change personal cloths every day. Uniforms should not be worn outside the working premises and when not on duty.
8. Shoes must be kept clean and free of stains. Shoes must be aired daily. Use socks that absorb moisture and change them every day. Talcum powder must be used in between toes to keep it from the smelling.
9. Adequate sleep and rest, maintaining healthy diet, with regular exercises will contribute in enhancing our Alertness, our attentiveness and our overall personalities.

### **(a) Etiquette and Manners Talking to patients / Attendants**

1. While talking to patient / attendant always smile.
2. Maintain interest & helpful expressions.
3. Always look into the eyes of the person, maintaining eye contacts.
4. Keep a distance of 2' while addressing them.
5. Speak softly & clearly in your natural tone without using unnecessary hand movements & facial expressions.
6. Maintain a very professional relationship with them & avoid getting personal.
7. Never speak poorly of any colleague or of the organization with them.
8. Do not bite nails or run hands through the hairs.
9. Do not touch the nose or eyes or ears or the face. Chewing gums or other eatables tobacco/pan must not be in the mouth.
10. Cover your mouth with a handkerchief while coughing or sneezing.

### **(b) While standing in public areas**

1. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
2. Hands should be kept on the side or behind. Hands must not be in the pockets or on the hips or folded across the chest.

3. Do not lean against a counter or against a wall or any other thing.
4. Maintain poise at all times.
5. Never move around in groups cause you are view in the Patient / attendant

**(c) While Walking**

1. Walk at even pace without making any sound of the footsteps or running.
2. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
3. Always walk on the left hand side.
4. Walk erect, maintaining poise at all the time.

**(d) While talking to colleague**

1. Speak softly & politely in patient floor / critical areas.
2. Do not use slangs or abusive language.
3. Be aware of telecoms while in floor / public areas.
4. Do not shout in to the phone.
5. Never keep the patient / attendant waiting to use a telephone.
6. Avoid personal calls at work.

**8) Environmental and Ethical Issues of the Maintenance Services**

- a. The Service Provider shall inform the Client of all substances and compounds used in the performance under this Tender, which are or may be categorized as hazardous to health, safety, security or environment.
- b. Both parties shall comply with all legislation, regulations, order and laws relating to health, safety, security or the environment, including but not limited to, Indian Government environmental rules for environmental management and Client Environmental Policy, which policy is available from Client upon request. Both parties may, where appropriate, request improvements in the other party's practices to ensure compliance with the said principles. Service Provider shall strive to implement an environment management system (EMS) based on the basic principles of ISO 14001 standard or other equivalent standard. Service Provider agrees to act in the spirit of internationally recognized social and ethical standards and Client's respective policies.

Note: These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between 'Client' (First Part) and the 'Agency' (Second Part) and any noncompliance shall be deemed as breach of the Contract/Agreement.

Handwritten signatures and dates at the bottom of the page. From left to right: a green signature, a blue signature, a blue signature, a blue signature, and a blue signature with the date "27-1-2023".

## CHAPTER-4 PRICE BID

### A: Description

S. No.	Name of the Institute	No. of Safai Karmi	No. of Supervisor
1	Bharat Ratna Late Shri Atal Bihari Vajpayee Memorial Medical Rajnandgaon CG	58	02
2	Bharat Ratna Late Shri Atal Bihari Vajpayee Memorial Medical Attached Hospital Rajnandgaon CG	191	06

It is clarified that the consolidated and all inclusive quoted rates should not contain the wages component less than the minimum wages of Govt. of Chhattisgarh to be provided along with the copy of the Govt. of Chhattisgarh Order on Minimum Wages to facilitate revision of rate whenever minimum wages are revised by the State Government.

### B: Price Bid Format

Particular	Monthly Wages (not less than minimum wages)	EPF (As applicable)	ESIC (As applicable)	GST (As applicable)	Other Charges	Total
Supervisor (Skilled)						
Safai Karmi (Un-Skilled)						

- The amount to be charged per head per month in Rupees. This is basically a part of financial bid to be compared to decide L1)
- TDS will be deducted as per Govt. norms.

\*The number of required personnel may increase or decrease as per institutional requirement.

\*\* The equipments/Instruments/Gadgets/Machinery required for cleaning are to be arranged by the Service Provider.

### **NOTE:**

1. The rate is inclusive of weekly off.
2. Bids not submitted in above mentioned format will summarily be rejected





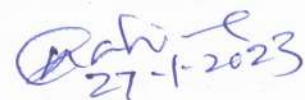
## Chapter 5: Contract Agreement Format

This AGREEMENT made at Rajnandgaon on dated-                      -2023 between -----  
----- (Dean/Hospital Superintendent) having it's registered office at -----  
----- (address) (C.G.) hereinafter referred to as ..... and M/s ----- (name of the  
bidder) hereinafter referred to as "CONTRACTOR"

WHEREAS the Bhart Ratna Late Shri Atal Bihari Vajpayee Memorial Medical College/ Medical College Atteched Hospital Rajnandgaon, Chhhtiasgarh is desirous of having House Keeping services for its units (hereinafter to as the "PREMISES") entrusted with the House Keeping contractor and the contractor has agreed to provide services in accordance with the requirements of the.....on the terms & conditions hereinafter appearing.

1. The House Keeping contractor will render such services as may be required by the College/Hospital for the routine day to day maintenance and upkeep of the specified location.
2. All liabilities, damages compensations etc. will be borne and paid only by the House Keeping Contractor hereby agrees and undertake to indemnify and keep indemnify the College/Hospital against such claims including those preferred by the third parties in respect of the services and all claims arising as a result of any act of negligence on the part of House Keeping Contractor.
3. Adequate supervision will be provided by the House Keeping contractor to ensure due performance of upkeep and technical services in accordance with the instructions as may be given by the College/Hospital.
4. The House Keeping Services shall ensure that Safai Karmi, deployed by them in the premises are physically fit and not suffering from the disease, contagious or otherwise. If any of the staff is found medically unfit by the medical officer of the institute, then he/she shall be removed by the house keeping services contractor immediately upon receipt of notice from institute.
5. The House Keeping Services contractor shall ensure that while in the premises of the College/Hospital and while carrying out their obligations under this agreement, observe the standards of safai and discipline as laid down by the institute.
6. The House Keeping Services contractor shall ensure that their staff report for work in time and observe such timings as may be prescribed by the College/Hospital from time to time and that they are available at any point of time at specified locations.
7. All statutory obligations/requirements under law at any time shall comply with by the house keeping services contractor. The contractor will be solely responsible for any breach of or non-compliance with any statutory provisions.
8. The House Keeping contractor will take insurance policy for sufficient amounts to cover their staff against this party risk. Workman's Compensations etc. and will



  
27-1-2023

keep the College/Hospital indemnified against all such risk and claims and liabilities for which no extra payments will be made by College/Hospital.

9. The House Keeping contractor will withdraw immediately any of its employees, who in the opinion of the College/Hospital is undesirable and the decision of the College/Hospital in this regards shall be final and binding on the contractor.
10. This agreement shall remain in force for the period of 36 months with effect from the date mentioned in work order and may be extended for the desired period of College/Hospital as per Govt. Norms.
11. The House Keeping Services contractor will be solely responsible and control of the staff employed by them for rendering the services specified in the schedule hereto.
12. The House Keeping Services contractor will be entirely and fully responsible for making such arrangements as may be necessary for rendering the House Keeping services inclusive of engagements of personnel at its own cost.
13. As agreed by both parties the College shall pay the Safai Karmi /Supervisor as per the details given below:

**SAFAI KARMI** ..... Per month per person. This rate includes all services like reliever charges, P.F. contribution, W.C. contribution/ESIC, Agency charges & Service Tax & any taxes levied by the State Govt. or Central Govt. time to time during tenure.

**SAFAI SUPERVISOR** Rs.....Per month per person. This rate includes all services like reliever charges, P.F. contribution, W.C. contribution/ESIC, Agency charges & Service Tax & any taxes levied by the State Govt. or Central Govt. time to time during tenure.

**STRENGTH**

1. **SAFAI KARMI** : ....
2. **SAFAI SUPERVISOR** : ....

The above manpower may be increased as per the directive of the concerned authority of the institute.

14. The House Keeping Services contractor will submit the bills for its service on the first of the following months and the payment by the College/Hospital shall made within fifteen days of submission of the bills. For the purpose of the calculation of duties of the staff working, the contractor shall maintain attendance register/Muster Roll clearly indicating days/time of the staff reporting for work and departure on completion/termination of employment on day-to-day basic.

15. The contractor will solely be responsible for the selections employment and training & demonstration of its employees and the College/Hospital will in no way be responsible for the same.

16. The College/Hospital will not be responsible for the placement of workers employed by contractor, at any case.
17. All terms and conditions laid down in tender except than the above points will also be the part of agreement.

**HOUSE KEEPING SERVICES**

1. To post required number of Safai Karmi to keep constant cleanliness on all around of the premises
2. To instruct the Safai Karmi about their responsibility for cleanliness.
3. Maintenance of duty roster of the Safai Karmi. Any change in the duty roster of the Safai Karmi should be informed to the Duty Safai Supervisor.
4. Deployment of the safai staff for the units shall be in consultation with Duty Safai Officer.
5. To keep the authorities of the happening in their absence.
6. The agreement will be effective from date of commencement.

Firm Name,

Dean/Hospital Superintended

Address,

Address,

**Witness**

**Witness**

1-

1-

2-

2-

*[Handwritten signatures and dates]*

27-1-2023

35

## Chapter 6: Annexure

### ANNEXURE "A"

Category	No.	Name of The College/Institution	Estimated cost (Per Year)	EMD (INR)	Turn Over (INR)		Manpower Required (safai karmi+safai supervisor)
					Ann. Avg. TO	TO in Last 3 Years	
"A"	1	Bharat Ratna Late Shri Atal Bihari Vajpayee Memorial Medical College Rajnandgaon	75 Lakh	11.25 Lakh	50 Lakh	1.50Crore	58+02
	2	Bharat Ratna Late Shri Atal Bihari Vajpayee Memorial Medical College Attached Hospital Rajnandgaon	3.00 Crore				191+06

11

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*  
27-12-23

Subject to change as per requirement.

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

*[Handwritten signature]*

37

*[Handwritten signature]*

*[Handwritten signature]*  
22-5-2023

**Annexure "B"**

**DESCRIPTION OF EXPERIENCE OF BIDDER TO ILLUSTRATE QUALIFICATIONS  
(NOT TO EXCEED THREE PAGE FOR EACH PROJECT)**

(Please provide information only for a project for which your firm was legally contracted by the client)

(1)	Project Name:	
(2)	Project Location:	
(3)	Name of Client:	
(4)	Start Date (Month/Year):	
(5)	Whether ongoing (Yes / No):	
(6)	If completed, date of completion:	
(7)	Detailed Description of Actual Services	
(8)	Professional Staff	
(9)	Value of Services (INR) per year:	

**Note: Supporting documents should necessarily be submitted by the bidders without which the submission shall not be considered for evaluation**

- A. In case the Fee per year / value of services per year from assignment is not set out in the certificate from the client, the bidders can submit a certificate from Statutory Auditor indicating the same.
- B. Experience in the work of providing housekeeping Services. Particular of experience (attach certificate, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/ or on hand during last 5 years along with a certificate from the organization where the job was carried out.

Date :.....

Yours Faithfully  
(Signature of the Authorized Signatory)

Place :.....

.....  
(Name & Designation of the Authorized Signatory)

.....  
Name & Seal of the Bidder

38

*[Handwritten signatures and dates]*  
27-1-2023

## Annexure "C"

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them and submitting the Undertaking as follows-

- a) No existing litigation is there against the agency/Applicant
- b) Director / Promoters / Proprietor of the agency is/are never convicted.
- c) Never blacklisted, terminated by any client in India
- d) The bidder never filed any law suits or requested arbitration with regard to any contract within the last five years.
- e) No judgment, claim, arbitration proceeding or suit pending or outstanding against the bidder or its officers
- f) Bankruptcy was never filed by the bidder, its subsidiaries or its parent companies
- g) The bidder was never cited by any regulatory agency for a safety violation in the last five years
- h) Adequate no. of manpower with required qualification & experience for deployment in Medical Colleges of Chhattisgarh and providing the wages as per minimum wage rules of Chhattisgarh government.
- i) I/we accept all the terms and conditions specified in the bid document and undertake to abide myself/ ourselves by them.

Date : .....

Yours Faithfully  
(Signature of the Authorized Signatory)

Place : .....

.....  
(Name & Designation of the Authorized Signatory)

.....  
Name & Seal of the Bidder

Note: Undertakings shall be prepared by the bidder in its letter head and shall be notarized  
Submission of above undertakings is mandatory

**Annexure- "D"**

**AVERAGE ANNUAL TURN OVER IN LAST THREE FINANCIAL YEARS OF  
FIRM/AGENCY ENGAGED IN FACILITY MANAGEMENT**

<b>Financial Year</b>	<b>Turn Over of Firm/Agency</b>
2019-20	
2020-21	
2021-22	
Total	
Average Annual Turn Over	

**Note:**

1. The Audited Financial Statement of above years should be submitted by the bidder.
2. The Turn Over should be certified by the Statutory Auditor/Chartered Accountant. Turn Over not certified by Statutory Auditor/Chartered Accountant shall not be considered for evaluation.

Date : .....

Yours Faithfully  
(Signature of the Authorized Signatory)

Place : .....

.....  
(Name & Designation of the Authorized Signatory)

.....  
Name & Seal of the Bidder

