

Tender
For
Sanitation & Housekeeping Services
At
All India Institute of Medical Sciences, Jodhpur

NIT No. : **Admin/General/287/2014/AIIMS-Jdh**

NIT Issue Date : 27th February, 2014

Last Date of Submission : **21st March, 2014**

Pre Bid Meeting : 06st March, 2014 at 3:00 PM



All India Institute of Medical Sciences, Jodhpur

Basni Phase - II, Jodhpur – 342005, Rajasthan

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All India Institute of Medical Sciences (AIIMS), Jodhpur, Rajasthan, an apex healthcare institute being established by Act of Parliament of India under aegis of Health & Family Welfare, Government of India, invites sealed tenders for providing Sanitation & Housekeeping Services at OPD Block, IPD Block and Academic Block of AIIMS Jodhpur. You are requested to quote your best offer along with the complete details of specifications, terms & conditions. Quotation should be sealed and super-scribed with tender name, number and address to:

“The Administrative Officer
All India Institute of Medical Sciences, Jodhpur
Basni, Phase-II
Jodhpur-342005, Rajasthan”.

The sealed quotations should reach the Institute, latest by 21st March, 2014 at 03:00 PM and it will be opened on same day at 04:00 PM in the Conference hall, Academic Block, AIIMS Jodhpur in the presence of the bidder(s) or their authorized representative(s), who will present at the scheduled date and time.

Area of Work:- All open and covered area of OPD Block, IPD Block & Academic Block(Open and Surrounding area of OPD, IPD & Academic Block of AIIMS Jodhpur including their respective gates) including the roof will be in the scope of housekeeping services to be provided by the contractor.

1. Cleaning Services: - The main objective is to provide a high level of a neat, clean, hygienic and presentable look to the entire area to keep the surrounding dust free. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staffs deployed are dressed in neat and clean uniform approved by the AIIMS, JODHPUR. Officials of AIIMS, JODHPUR will also monitor the entire work and staff.

2. General Requirements and Documentation:-

- Organisational structure and line of authority.
- Housekeeping manual and all SOP (Standard Operating Procedures).
- List of equipment's used
- Colour coding.
- On job training and documentation.
- Description for each category of housekeeping.
- Hospitable and polite behaviour with patients and hospital staff.
- HBV vaccination of all the staff.
- Maintaining records of:-
 - a) Needle stick injuries
 - b) Amount of waste going out to outsourced agency
 - c) Memorandum of understanding
 - d) Complaint book
- Maintaining logs and checklist.
- Both male and female staff should be posted in areas like wards, ICUs, Casualty and OPD, CCU & Wards.
- Female patients should be attended by female staff only. Immediate replacement of on leave staff.
- Rotation of staff if required.

3. Daily Services: - Housekeeping / cleaning services should be provided round the clock on all days including holidays in OPD Block, IPD Block and Academic Block at 7:00 am to 6:00 pm from Monday to Saturday, so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8:00am in rooms where work will start at 9:00am. Contractor will arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Institute. Housekeeping staff has to do following activities for all of the Hospital rooms of all the departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, all corridors and all covered and open areas of Academic Block.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis.
2. Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, Corridors Ceilings, Academic Block, Office Rooms, training rooms at regular intervals on daily basis.
3. Vacuum cleaning of all carpets and upholstered furniture.
4. Cleaning and disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
5. Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
6. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
7. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
8. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
9. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
10. Refilling, replacing and emptying of sharp containers at all stations.
11. Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
12. Washing linen which are soiled by urine, vomitus, faeces and others with 1% hypochlorite solution and send to laundry.

13. Spraying room fresheners in all rooms on daily basis at regular intervals.
14. Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW collection point.
15. Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT Incharge).
16. Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
17. Cleaning and carbonization of ICU beds, OT beds between cases (as per instruction & direction of OT In charge).
18. Washing of slippers in ICUs, OT, dialysis etc. Assist in fumigation of ICUs as per schedule.
19. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime.
20. All the garbage collected at the designated points spreaded over the AIIMS, JODHPUR is to be lifted in tractor trolleys as well as the general waste which does not require incineration should be cleared on daily basis to municipality defined yards outside AIIMS, JODHPUR Campus. In additions to this the cleaning of garbage points is also under the responsibility of Contractor. If the garbage is not lifted as per above defined mode, penalty of Rs. 500/- on each failure occasion shall be imposed on the Contractor.
21. It is the responsibility of contractor, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned within 2(Two) hours after reporting the complaint. If there is any loss/ inconvenience to AIIMS, JODHPUR owing to chocking, appropriate penalties shall be imposed on the contractor.
22. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, Pump Rooms, AC Plants, Electrical Substation, Auditorium R&T, Nursing College, Main Gates, etc. as directed by the Administrative Officer, AIIMS, JODHPUR.
23. Any additional work assigned by the ward I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.
24. Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / nursing orderly / staff nurse / nursing sister.

4. Waste Disposal Management (Including Bio-Medical Waste) :-

1. The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
2. The contractor will teach and train his staff for the collection / disposal work.
3. The garbage will have to be disposed off at least thrice a day.
4. The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.
5. Supervision of collection of BMW (Bio Medical Wastebin) by the outsourced agency. Ensure that all the dustbins are cleared daily.

5. 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 cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grill 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 AIIMS, JODHPUR for weekly cleaning so that AIIMS, JODHPUR 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.

6. 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 supervisor on duty daily.
2. **Management/Housekeeping Services Requirements/ Complaints Report:-** This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to In-charge Officer of AIIMS,

JODHPUR. 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 Supervisor from AIIMS, JODHPUR Officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e- mail, verbal complaints from AIIMS, JODHPUR etc. and necessary action is to be taken.

7. Additional Scope Pertaining to Hospital:-

Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organisations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not been included in the general scope of work but they have to be provided by the housekeeping staff if needed. In view of the above, any work assigned by the sister I/C/Supervisor/Officers for the patient benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

The cleaning materials used by contractor should not be reactive to kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, ceramic fittings of toilets, if it is found at any time that any damages occurred due to use of wrong chemicals the same shall be rectified on the risk and cost of contractor.

8. Cleaning of office/Consultant Rooms:-

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

9. Cleaning of Laboratory and other Critical Areas:-

1. All the dustbins shall be washed and lined with colour coded bags in the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week.
2. Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
3. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

4. Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.
5. In morning the trash bag shall be changed when it is full.
6. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.

10. Instructions for tenderer:-

1. A pre bid meeting shall be held in the AIIMS Jodhpur to clarify any queries of the tenderer on 06th March, 2014 at 3:00PM.
2. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the Director to check all relevant documents for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
3. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
4. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
5. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
6. The successful tenderer will have to deposit a Bank Guarantee of 10% of total annual cost of the work by way of Bank Guarantee of scheduled bank in favour of AIIMS, Jodhpur as per the prescribed format attached as Annexure -VI payable at Jodhpur valid for 60 days beyond the expiry period of contract.
7. The successful Tenderer will have to deposit the Bank Guarantee and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
8. Each page of the tender documents and papers submitted along with, should be numbered signed and stamped by the authorised signatory in acceptance of the terms and conditions laid down by the AIIMS Jodhpur.
9. The Director, AIIMS, Jodhpur reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
10. The Director, AIIMS, Jodhpur reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

11. General Instructions for Tenderer:-

1. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment's.
2. The contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipment's used in wash rooms and other areas of the hospital for housekeeping purposes as given in Annexure - I.
3. The contractor must employ adult labour only. Employment of child labour will lead to the termination of the contract. The contractor shall engage only such workers, whose antecedents have been thoroughly verified.
4. AIIMS, Jodhpur, however, reserves the right to terminate the contract by serving one months' notice, in writing if the Institute is not satisfied about the services of the contractor. The contractor may also ask for the same by giving three months' notice but he has to provide the housekeeping facility till the next agency takes over.
5. In case of breach of any terms and conditions attached to the contract, the Bank Guarantee of the contractor will be liable to be forfeited by AIIMS, Jodhpur besides annulment of the contract.
6. The contractor has to provide standard liveries to its housekeeping staff. The staff shall be in proper uniform provided by the contractor but approved by AIIMS, JODHPUR with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of competent authority.
7. AIIMS, Jodhpur will provide the space for setting up a control room for the contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the hospital. The contractor will arrange for all items needed for his staff viz., time keeping machine, computerized inventory of stores, 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's, etc.
8. AIIMS, Jodhpur will provide space for a store room to the contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipment's in the store room and maintain a computerized record of the stores which shall be opened to inspection by AIIMS, JODHPUR staff during working hours.
9. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the sister I/C/Supervisor/Officer of that area i.e. wards/ OPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the sister I/C/Supervisor/ Officer. All instruction given by sister I/C/Supervisor/Officer should be considered in the scope of work.

10. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc., will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.
11. The Director, AIIMS, Jodhpur does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.

12. The Contractor shall :

1. Ensure Animal (quadrupeds), honey bee, bats, bees, pigeon, flies free environment in the premises of AIIMS, JODHPUR.
2. Ensure that their managers/supervisors are equipped with mobile phones.
3. Provide Hospital Waste management services when applicable including all equipment, containers, trolleys etc.
4. Arrange for a garbage disposal vehicle, and other equipment's required for segregation and disposal of waste in a professional manner to designated place as ear marked by the district administration.
5. The contractor has to ensure that safe method should be adopted for taking out the honey and in the process there should be no harm to Patients, Employees, Commuters, or Residents from honey bees.
6. The contractor will also ensure that the garbage should be disposed separately i.e. dry and wet garbage in the marked disposal area in proper and eco-friendly manner.
7. The contractor will arrange required resources, including manpower, machinery, disposables etc. 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 housekeeping staff.
8. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.

9. Every Supervisor deputed by the firm should maintain a register for keeping the daily record for sanitation & housekeeping services & should take signature from the concerned department for their comments.
10. For any stolen, missing or defective items related to Civil, Electrical or A/C, persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section for getting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.
11. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services personnel by services to be rendered to AIIMS and shall comply with all relevant labour law as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify AIIMS against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS, Jodhpur may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 13. 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 sister I/C or officials of AIIMS, Jodhpur of the area and if no action is taken within ONE hour, liquidated damages @ Rs.200/- per complaint shall be imposed. The decision of Administrative Officer, AIIMS, Jodhpur shall be final, in this regard.
- 14. Manpower:-**
 1. Any misconduct/misbehaviour on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to the Administrative Officer, AIIMS Jodhpur.
 2. The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the contractor.
 3. The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- 15. Dispute Settlement:** - It is mutually agreed that all differences and disputes arising out of or in connection with this agreements 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 Director, AIIMS, JODHPUR whose decision shall be final and binding on both the parties

16. Provisional Cleaning Schedule:-**PUBLIC AREA WASHROOM**

S. No.	Activity	Frequency	Agents used
1	Cleaning	Every 2 hour	Germicide, or any AIIMS, Jodhpur approved disinfectant
2	Washroom & wash basins cleaning	Hourly basis and as and when required	Germicide, or any AIIMS, Jodhpur approved disinfectant

LOBBY/ OPEN SPACE

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Thrice a day/ when bags are 3/4 th Full	As per the BMW guidelines
2	Dry Mop	Thrice a day	Feather Brush
3	Dusting	Thrice a Day	Z colour duster
4	Mopping	Thrice a Day	Germicide, or any AIIMS, Jodhpur approved disinfectant

IPD & OPD BLOCK

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Thrice a day/ when bags are 3/4 th Full	As per the BMW guidelines
2	Dry Mop	Thrice a day	Feather Brush
3	Dusting	Thrice a Day	Z colour duster
4	Mopping	Thrice a Day	Germicide, or any AIIMS, Jodhpur approved disinfectant
5	Washroom & washbasins cleaning	Hourly basis and as and when required	Germicide, or any AIIMS, Jodhpur approved disinfectant

ACADEMIC AREA

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Thrice a day/ when bags are 3/4 th Full	As per the BMW guidelines
2	Dry Mop	Thrice a day	Feather Brush
3	Dusting	Thrice a Day	Z colour duster
4	Mopping	Thrice a Day	Germicide, or any AIIMS Jodhpur approved disinfectant
5	Washroom & washbasins cleaning	Hourly basis and as and when required	Germicide, or any AIIMS, Jodhpur approved disinfectant

RADIOLOGY

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Thrice a day/ when bags are 3/4 th Full	As per the BMW guidelines
2	Dry Mop	Twice a day & when required	Feather Brush
3	Dusting	Twice a day & when required	Z colour duster
4	Mopping	Twice a day & when required	Germicide, or any AIIMS, Jodhpur approved disinfectant
5	Washroom & washbasins cleaning	Hourly basis and as and when required	Germicide, or any AIIMS, Jodhpur approved disinfectant

17. Penalties:-

1. If during inspection, the workers are not found in uniform without I-Card, a penalty of Rs.200/- per employee will be charged per instance per day.
2. It is mandatory that the Supervisors / Sanitary Attendants / Hospital Attendants should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 hours, failing which a penalty of Rs. 500/- per instance will be charged.
3. Recurring of irregularities given at Sr. No. 1 and 2 the penalties will be double charged.

18. Preparation and Submission of Tender: The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. The Technical Bid and the Financial Bid should be sealed by the bidder in two separate covers "Technical Bid for Tender for Sanitation & Housekeeping Services" and "Financial Bid for Sanitation and Housekeeping Services". Both Sealed Envelopes should be kept in a main/ bigger envelope super-scribed as "Tender for Cleanliness and General Maintenance ". Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.

19. Earnest Money Deposit: The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.4, 00,000 (Rupees Four Lakhs Only) by way of demand drafts only. The demand drafts shall be drawn in favour of "All India Institute of Medical Sciences, Jodhpur". The demand drafts for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful completion of contract order and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD will be rejected.

20. Tender Fee: Tender fee will be Non-refundable amount of Rs. 1000/- (Rupees one thousand only)

21. Signing of Tender:

Individuals signing tender or other documents connected with the contract specify: -

- (i) Whether signing as a "Sole Proprietor" of the firm or his attorney.
- (ii) Whether signing as a "Registered Active Partner" of the firm or his attorney.

- (iii) Whether signing for the firm "Per Procurationem."
- (iv) In the case of companies and firms registered under the Indian Partnership Act the capacity in which signing, e.g. Secretary, Manager, Partner etc. or their attorney and produce.

Copy of document, empowering him to do so, if called upon to do so.

Note: In case of unregistered firms all the members or all attorneys duly authorised by all of them or the Manager of the firm should sign the tender and subsequent documents.

22. Period of Contract: The contract period shall commence on the date of Commencement and shall remain for 2 years. The period is further extendable for a maximum period of 2 years (1 year at a time) on the same terms and conditions and the rates at which the contract is awarded will be valid throughout the contract and on claims whatsoever on account of increases in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the AIIMS Jodhpur through appropriate reduction of the contracted rates. Further any upward revision of Minimum Wages by the concerned authority amount may be revised accordingly.

23. Qualifying Requirements:-

1. Only registered, bonafide, reputed and experience firms agencies having at least three years' experience in the field of Sanitation & Housekeeping services in Govt. / well reputed private hospitals having not less than 500 beds capacity to handle jobs relating to Sanitation & Housekeeping of large complexes. Proof of successfully completion/execution of work for the last 3 years and required to be enclosed.
2. The agencies/firm should have at least three years' experience of providing sanitation and housekeeping services on the date of publication of this notice. **The annual average turnover of services provided by the bidder should not be less than Rs. 4 Crores during the last three years** as per their audit books of accounts/Tax Returns with clear evidence that the turnover is derived from provision of services which from the subject matter of the present notice.
3. The bidder should have completed similar works satisfactorily in any of the Hospital of Autonomous/Institutions/Universities/ Public Sector Undertakings of the Central/ State Government any one of the last three financial years as follows:-
 - Three similar completed works costing not less than Rs. 1 Crore each.
 - OR
 - Two similar completed works costing not less than Rs. 1.5 Crores each.
 - OR
 - One similar completed work costing not less than Rs. 2 Crores.
4. The firm should be ISO certified (certified/proof to be attached)
5. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible.

6. Bid should be complete and covering the entire scope of job and should confirm to the General and Special Conditions indicated in the bid documents. Incomplete and non-confirming bids will be rejected outright.
 7. No Joint Venture/ Consortium is allowed to participate in the Tender Process. Tenderer should submit an undertaking on firm's letter head in this regard.
 8. Proof of having satisfactory complete the job of cleanliness and general maintenance during the 3 years in the field of Sanitation & Housekeeping in Govt. / well reputed private hospitals having not less than 500 bed.
 9. List of the present contract with public and private hospitals.
 10. Certificate of its registration. Corticated from concerned authorities regarding payment of service tax, income tax, work contract tax and other tax applicable fir the last years.
 11. Certificate for registration with income tax, sales tax, PF, ESI, and any authority applicable for the last three years.
 12. Satisfactory perform certificate issued by the Govt./private hospitals during the last three financial years.
- 24. Intending tenders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risk, contingencies and other circumstances which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc. will be issued to him by the Government and local conditions and other factors having a bearing on the executions of the work.**
- 25. Authority of person signing document:-** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, the Director, AIIMS Jodhpur may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
- 26. Validity:** The quoted rates must be valid for a period for 120 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
- In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without

assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

- 27. Arbitration:** If any difference arises concerning this agreement, its interpretation on payment to be made there-under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Secretary, Department of Legal Affairs. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.
- 28. Subletting of Work:** The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Jodhpur, which will be at liberty to refuse if it thinks fit. The tender is not transferable. Only one tender shall be submitted by one tenderer.
- 29. Breach of Terms and Conditions:** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by AIIMS, Jodhpur in that event the security deposit shall also stand forfeited.
- 30. Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Jodhpur shall have the power to terminate the contract without any prior notice.
- 31. Payment Term:** AIIMS, Jodhpur shall pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents, satisfactory performance certificate along with documents verifying payment by the agency to its employees in the previous month. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
- 32.** The AIIMS Jodhpur, reserves the right to review the performance of the firm every three months or whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contract firm. The AIIMS Jodhpur further reserves the right to renew the contract for such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract.

- 33.** The contractor shall depute optimum no of workers and supervisors including sufficient number of ladies workers (for ladies toilets and washrooms) for cleaning of the requisite toilets & corridors, lobby areas, including stair cases and lifts areas in AIIMS Jodhpur. The job will include cleaning and washing of urinals, W.C. pans, marble flooring, tiled walls, taps and fittings, wash basins, sinks with detergent powder and liquid phenyl daily. It will be ensured that toiletries such as liquid soap, naphthalene balls, harpic and napkins are always available. In addition, at least weekly cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. Arrangements will also be made for application of room freshener and providing odonil sticks etc. The contracting agency shall be responsible not only for up keep of the toilets but also for keeping necessary staff to ensure that the common toilets are not misuses.
- 34.** Initial sweeping & mopping of all areas shall be completed by 8:00 AM positively every day, failing which monetary penalty of Rs. 500/- per day shall be imposed and recovered from the contractor's bill. A penalty @ Rs. 100/- per day shall be recovered from the contractor's bill if any worker is found missing/absent from duty. The attendance of the workers will be taken by Officer-incharge or the employee of the AIIMS Jodhpur. Cleaning and dusting of all common areas/corridors, lifts, lobbies, wall dusting, removal of cob webs, glass/window panes cleaning, mopping up of floors and stair cases with phenyl, claenazo etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean by keeping a constant watch on the work of their staff.
- 35.** All waste material including Malba etc. lying in corridors, verandahs, staircases etc. shall be removed and thrown in the dustbin located outside the building premises. It will be the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.
- 36.** The contractor shall arrange required number of scrubbing machines with moppers or equivalent for scrubbing of floors. These machines should be available on Saturday, Sunday and Holidays and shall be operated on these days. If machines are not available or put in use on the said days a penalty of Rs. 1,000/- per day may be imposed and recovered from the contractor's monthly bills. The decision of the competent authority in the Department in this regard shall be final and binding on the contractor and shall not be open to arbitration.
- 37.** The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, Carborandum stones and suitable detergents. No extra payment or cost shall be paid on this account.
- 38.** The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweeper deputed by him. The contractor shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their conduct and behaviour. Any damage done/caused to the existing structure/furniture/fittings by the workers of the contractor's firm shall be got rectified by the contractor at his own risk and cost.
- 39.** In case of pecuniary and material loss suffered by the Department on account of negligence attributable to the Contractor or his employees, the AIIMS Jodhpur will have the right to forfeit the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Department, the balance, as may be necessary shall be recovered from the contractual

charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.

40. The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the contractor on this account shall be entertained.
41. All the Tools and materials, viz. Scrubbing machine, trolley, buckets, mugs, pipes, ladders etc. shall have to be transported by the contractor himself. The AIIMS Jodhpur shall not entertain any extra claim/expenditure on account of these tools and materials.
42. The contractor will supply sufficient sets of uniforms, badges, and gum-boots to each sweeper, who shall invariably working hours, any sweeper is found to be without uniform/badges, he/she will be marked absent and necessary recovery as per condition will be made from the contractor's bills.
43. The standard of sanitation will always be upto the satisfaction of the authorized representative or the officer-incharge whose decision in this regard shall be final and binding on the contractor.
44. The sweepers and supervisor shall be under the direct control of the officer in-charge or his/her authorized representative for day-to-day maintenance operations.
45. Electricity will be supplied free of cost to the contractor but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.
46. Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.
47. The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, comply with all relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case the AIIMS Jodhpur would compensate for the losses and damages of material/manpower.
48. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.
49. The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Homocol liquid soap, Harpic, pochha, hand duster, toilet brush, plastic seekh brooms, jail brush, calanzo, platform brush, wiper, soft brooms, surf etc. shall be arranged by the Agency for which he has to quote the consolidated amount in the financial bid under 'consumables' and 'chemicals'. The material being used by the agency would be of superior quality/standard and of prominent brands, like Taski R1, R2, etc.

50. The intending tenderers may mention the rates clearly in figures as well as in words in the enclosed format. The tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.
51. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety any possible electric shock due to use of water or otherwise.
52. The work shall be carried out satisfactorily as per the directions of the competent authority of the AIIMS Jodhpur. The Director in the AIIMS Jodhpur reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective item, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms and gumboot by the employees deputed by the contractor firm.
53. Bids offering rates which are lower than the minimum wages of Govt. of India for the pertinent category would be rejected.
54. The decision of the authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the contractor. The contractor shall comply with the monitoring mechanism/system as advised by the Department.
55. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer
56. Conditional bid will be treated as unresponsive and it may be rejected.
57. All the cleaning agents used for the project shall be biodegradable & environment friendly so that it does not cause any harm to employees, workers & the object for which it is used. It shall follow all the mandatory International & National standards of chemicals.
58. **Applicable Law:**
 - The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
 - Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Jodhpur, Rajasthan, India only.
 - The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Jodhpur. The decision of the Arbitrator shall be final and binding on both the parties.
59. **Inspection of Services:** - The Competent Authority will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications. The Competent Authority shall be entitled at any time to inspect the services.
60. Putting plastic bags in all dustbins to avoid stains & stinks and clear them on daily basis.
61. Spraying Room fresheners daily at regular intervals.

62. If any material is not mentioned but required at site for housekeeping work shall be brought by Contractor as approved by this Authority.
63. The service provider shall also provide one carpenter, one plumber and one mason for day to day maintenance of building to attend the calls.
64. **Area of operation:** - OPD Block, IPD Block, & Academic block (Open Area of IPD, OPD and academic Block) of AIIMS, Jodhpur.
65. **Hygiene & Other Standards for the staff provided by the Contractor:**
1. The Contractor shall employ skilled, semi-skilled and unskilled labour to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority. The Supervisors/Sanitary Attendants / Hospital Attendants deployed by the firm/contractor should be experienced person with minimum educational qualifications as tenth pass for Sanitary Hospital Attendant and graduation for Supervisors & should be able to read and write in English.
 2. The contractor shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.
 3. The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with name plate & badges.
 4. The employees should be presentable in appearance i.e well cut and groomed hair, properly combed, neat shaved etc.
 5. Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.
 6. The Contractor shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.
66. **Price Variation:** - The Sanitary staff/Hospital attendants will be considered under the Unskilled category. Rates quoted by the firm will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R & A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes, service, services charges etc. of the agency. Minimum wages for all purposes of tendering and execution thereof shall be rates as notified by Chief labour commissioner (Central). Revision of rates will be acceptable against submission of order/notification from time to time with authentic proof of having paid the same. Only basic rates difference applicable rates shall be payable as escalation, as per procedure below: "The labour component of the per month

payment to vendor shall be considered as 100% (hundred percent). The increase of minimum wages shall be worked out in percentage and same shall be payable on the labour component as defined above". (For example if per month payment to vendor/contractor is Rs. 100.00 and minimum labour wages increase is 10% then the same shall be payable on Rs. 100.00 (10% of Rs.100.00) i.e. Rs. 10.00 per month shall be payable to firm). Apart from this no other escalation on any component on any component is payable whatsoever."

This clause shall be operational for decrease in quoted/awarded amount on same analogy as above in case there is decrease in labour rates.

67. **Licenses:-** Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the AIIMS a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the Earnest Money is liable to be forfeited.
68. **The contractor/agency can submit documents, if in possession of valid ISO 9001:2000/OHSAS 18001:1999 & SA 8000:2001 certification as facility management services comprising of mechanized Housekeeping Services, Horticulture and Operation Service provider. The submission of these documents is optional but they would be considered for evaluation in case of a tie between contractors/agencies.**
69. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
70. The payment of Bonus Act 1956 with Rules, orders and Notification issued there under from time to time.
71. In case of unscheduled holiday on the closing / opening day of bid, the next working day will be treated as scheduled prescribed day of closing / opening of bid the time notified remaining the same.
72. The Workmen's Compensation Act 1923 with Rules, order and Notifications issued there under from time to time.
73. The Contractor shall deploy adequate number of persons for execution of the work undertaken on Contract regulating their working hours and weekly off within the statutory limits. The Contractor shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.
74. These shall among other things include the following.
 - i) Attendance Register/ Card
 - ii) Muster roll
 - iii) Register of Wages
 - iv) Wages Slips
 - v) Register of Deductions
 - vi) Register of Fines
 - vii) Register of Advance
75. The cleaning equipments to be used by the Contractor shall be of Branded. In case the machinery / equipments required to be used is not available, equivalent of the same quality as approved by the authorized officers of the AIIMS shall be used.

- 76. Right of the AIIMS, Jodhpur:** - The AIIMS, Jodhpur reserves the right to suitably increase/reduce the scope of work put to this Tender. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the contract Document, interpretation of the Clauses by the AIIMS, Jodhpur shall be final and bindings on all Parties.
- 77. Review & Termination:** - It may be noted that quality of Sanitation and Housekeeping service are the essence of the Contract. If at any time it is seen that, a result of the poor quality of housekeeping continues for a period of 15 days, the contract may be terminated.

Annexure: - I**RESOURCES REQUIREMENT****The Contractor has to provide the following:**

1. **Cleaning Materials:-** All the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants will be provided by the contractor, and **the payment for the same will be reimbursed to the contractor against the submission of original bills of cleaning materials and their consumption report duly certified by AIIMS, Jodhpur.** All dustbins and coloured waste disposable bags will also be provided by the contractor, and the payment for the same shall be reimbursed to contractor against submission of bills of items and their use certified by AIIMS, Jodhpur.
2. The contractor has to provide all the manpower, equipment's, tools and tackles, their accessories /refills pertaining to housekeeping services.
3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the housekeeping force provided to the hospital. Teaching and training for the same has to be done by the contractor. The man and material needed for the management of the housekeeping staff will be the responsibility of the contractor.
4. Minimum No. of Equipment's, tools tackles etc. to be maintained in the Hospital.
5. **List of machines which we required in sanitation and housekeeping. The list of machines is given below:-**

Machine Required for Cleaning	Approved Makes
1. Wet/ Dry Vacuum Cleaner	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
2. High Pressure Cleaner	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
3. Ladder (24ft and 12ft)	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
4. Light Duty machine scrubber	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
5. Heavy Duty Auto Scrubber dryer	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
6. Steam cleaning machine	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo

Note: - The above mentions machines are minimum requirement. The contractor shall provide brand new machineris as per the details specified in contract and the machines should be ISO Certified. All the above machines including those provided by contractor should be functional all the time.

6. Essential Ecological Requirements for all the cleaning agency
 - Should conform to International Detergent Legislation.
 - Should be Phosphate free. Should comply with the voluntary ban of APEDA by all leading international chemical industries.
 - Should not be a combustibile liquid according to the regulations governing combustibile liquids.

S. No.	Item to be cleaned	Make
1	Bathroom items	Johnson/Diversy / Taski/ Ecolab/Sutter
2	Rooms offices, items laminated furniture, PC, Marbles, granite floors	Johnson/Diversy / Taski/ Ecolab/Sutter
3	Glass Surfaces	Johnson/Diversy / Taski/ Ecolab/Sutter
4	Wood polish furniture	Johnson/Diversy / Taski/ Ecolab/Sutter
5	Room air fresher (Spray)	Johnson/Diversy / Taski/ Ecolab/Sutter
6	WC urinals	Johnson/Diversy / Taski/ Ecolab/Sutter
7	Bathroom cleaner (Hard water)	Johnson/Diversy / Taski/ Ecolab/Sutter
8	Floor Stripers	Johnson/Diversy / Taski/ Ecolab/Sutter
9	Kota, vinyl, Mosaic tiles - polish	Johnson/Diversy / Taski/ Ecolab/Sutter
10	Marble Floors - Polishing	Johnson/Diversy / Taski/ Ecolab/Sutter
11	Kota and hard floor	Johnson/Diversy / Taski/ Ecolab/Sutter
12	Kota Vinyl, Mosaic tiles	Johnson/Diversy / Taski/ Ecolab/Sutter
13	Restorative product for fixture	Johnson/Diversy / Taski/ Ecolab/Sutter
14	Hand soaps	Johnson/Diversy / Taski/ Ecolab/Sutter
15	Wooden polish	Johnson/Diversy / Taski/ Ecolab/Sutter

7. The consumables are not limited such as buckets, mugs, clip mop, lop web brush, control mob, duster, feather duster, hard broom soft broom floor clinging mops, scrubbing brush, stick broom, WC brush, wipers, upholstery brush, surface cleaner, grease and glass telescopic outside glass cleaners.

Annexure-II**Technical Specification****(In Separate sealed cover-I super scribed "Technical Bid")****Having read and accepted all terms and condition in the tender document we submit the details for Sanitation & Housekeeping Services as follows:-**

1. Name and address of the Registered office of the agency/ firm	
2. Name of the owner(s) Partners (Attach Bio-data of all Partners)	
3. Telephone no.	
a. Residence	
b. Office	
c. Mobile	
4. List of Organizations/office, where firm is presently providing cleaning services (Mention)	
5. Details of EMD No. Date, Amount, and Bank name	
6. Whether the firm/ agency is registered, attached copy of the certificate of registration and indicate WCT number	
7. PF number	
8. Service Tax Number	
9. PAN Number	
10. TIN Number	
11. Details of ISO certificate (Attach Proof)	
12. Experience with Govt./Semi Govt./ Autonomous Bodies during last 3 years along (attach documentary proof / certificate from concerned organization)	

Year	Name of the Organization	Contact person/ Telephone Number	Annual turn Over (min 4 Crores)
2011-12			
2012-13			
2013-14			
13. Details of the Similar work which have done by the contractor or in under process (please attach proof) as per Annexure VII			
14. Please attach the copies of the Annual certificate/ audited balance sheets for 2011-12, 2012-13 and 2013-14.			

15. For mechanized housekeeping Manpower Deployment Required (Please fill manpower according category like super wiser worker etc.)

S. No.	Description of Manpower	Estimated Nos.

16. Cleaning Chemical Required

S.No.	Description of Chemicals required	Estimated Required Quantity

17. Consumables Required:-

(Miscellaneous Consumables Like, Duster, Maps, Buckets, Glass Cleaning Kits, Telescopic Rods, Dust controllers etc.)

S. No	Name of Consumable's	Estimated Nos.

***The Contractors increase or decrease the column as per their requirement.**

18. Machines Required:-

S. No	Name of Machines	Estimated Nos.	Estimated Cost

Name:-

Address:-

Phone No:-

Place:-

Email:-

Date:-

Seal:-

Annexure-III**Financial BID**

(To be sealed and placed in Envelope -2 along with price format of part 'B' Envelope to be Super Scribed as 'Financial Bid')

PRICE FORMAT**Facility Management Services**

Service Head	Cost on manpower Deployment (in Rs. Per month) as per Table 'A' given below	Cost of chemical etc. (in Rs. per month) As per Table 'B' given below	Cost of Consumables (Rs. per Month) As per Table 'C' given below	Rent of the Machines to be used in Cleaning (Rs. per Month) As per table 'D' given below	Total Amount (in Rs. Per month inclusive of taxes) (in Figures)
	A	B	C	D	E=A+B+C+D
"Mechanized Housekeeping" At AIIMS, Jodhpur					

Total Annual Cost of Manpower, Chemicals, Consumables and Rent of Machines.	
Amount In Rs.(Annually) In Figure F=Ex12	Amount In Rs.(Annually) In Words F=Ex12

* The contactor should provide complete details of Manpower, Chemicals, Misc. consumable, and Machines Consumables separately.

Table-'A'

I) For mechanized housekeeping Manpower Deployment required: - (Please fill manpower according category like super wiser worker etc.)

S. No	Description of Manpower	Estimated Nos.	Cost (per person) (including Taxes if any) (Rs. Per month)
Total Cost of manpower			

Table- 'B'**II. Cleaning Chemical Required:-**

S.No	Description of Chemicals required	Estimated Required Quantity per month	Cost (individual) (Inclusive of taxes if any) (Rs. Per month)
Total Cost of Chemical			

Table- 'C'**III. Consumables Required:-**

(Miscellaneous Consumables Like, Duster, Maps, Buckets, Glass Cleaning Kits, Telescopic Rods, Dust controllers etc.)

S. No	Name of Consumable's	Estimated Qty.	Cost (as per quantity) (Inclusive of taxes if any) (Rs. Per month)
Total Cost of Consumables			

Table- 'D'**IV. Machines Required:-**

S. No	Name of Machines	Estimated Nos.	Estimated Cost	Rent of Machine (Rs. Per month)
Total Rent of machines				

*The Contractors can also increase or decrease the column as per their requirement.

Note:

1. The rates are to be quoted both in figures and words. No over writing or cutting allowed.
2. Rates to be quoted will be inclusive of all supervision charges, all taxes but exclusive of service tax. The service tax will be reimbursed by AIIMS, Jodhpur if applicable.

3. The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of the AIIMS, Jodhpur in this regard shall be final and binding on the Contractor.

Name:-

Address:-

Phone No:-

Place:-

Email:-

Date:-

Seal:-

Annexure-IV

CONTACTOR SERVICES (EXPERIENCE) PROFORMA

S.No.	Name & Address of Client	Period From To--- --	Description / Nature of Services Completed Successfully	No. of Persons/employees Provided by the Contractor	Value of Contract	No and Detail machines provided by contractor	Remarks

NOTE: - WORK ORDERS & COMPLETION CERTIFICATIONS FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS PROFORMA.

SIGNATURE OF THE CONTACTOR-----

Name -----

Seal of the Company-----

Annexure-V**Check List of the Documents to Be Submitted With the Tender**

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S.No.	Item	Confirm (Yes/No)
1	Earnest Money Deposit	
2	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
3	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
4	Income tax returns of last three years.	
5	Attested Photo copy of PAN Card	
6	ESI Registration certificate copy with last three year payment details.	
7	EPF Registration certificate copy with last three year payment details..	
8	Service Tax registration certificate with details of the last payment.	
9	Registration certificate under central labour law authorities. Copy of valid labour licence.	
10	Minimum wages payment/clearance certificate from LEO.	
11	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
12	Satisfactory completion of contract certificate from previous organizations. (Minimum three required)	
13	License for providing Pest control services and storing chemicals used for pest and rodents control.	
14	Annexure I to VII dually filled by contractor and attach original copy	

Place:

Date:

Authorized signatory of the bidder with seal.

Annexure - VI**Proforma of Performance Bank Guarantee**

In consideration of the Director All India Institute of Medical Sciences, Jodhpur (hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between AIIMS, JODHPUR and (hereinafter called "the said contractor(s)" for the work of Contract Housekeeping Services (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs..... only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).
2. We do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the AIIMS, JODHPUR stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. (Rupees.....)
3. We, the said Bank, further undertake to pay to the AIIMS, JODHPUR any money so demanded not withstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
4. We... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS, JODHPUR under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Administrative Officer, AIIMS Jodhpur on behalf of the AIIMS, JODHPUR, certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We..... further agree with the AIIMS, JODHPUR that the AIIMS, JODHPUR (indicate the name of the Bank) shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS, JODHPUR against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the AIIMS, JODHPUR or any indulgence by the AIIMS, JODHPUR to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
6. We... .. lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the AIIMS, JODHPUR in writing.
7. This guarantee shall be valid up to unless extended on demand by the AIIMS, JODHPUR Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees..... .. Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the day of for

(Indicate the name of the Bank)

Annexure VII**A. Detail of all works of similar class completed during the last three years**

S. No.	Name of work /project and location	Owner of sponsoring organization	Cost of work in Crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/in progress with details	Name and address/telephone no. of officer to whom reference may be made	remark

B. Detail of all works under execution or Awarded:-

S. No.	Name of work /project and location	Owner of sponsoring organization	Cost of work in Crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/in progress with details	Name and address/telephone no. of officer to whom reference may be made	remak

Place:.....

Date:

Authorized signatory of the bidder with seal.