

Tender
For
Mechanized & Automated Cleaning
of Hospital Area
At
All India Institute of Medical Sciences, Jodhpur

NIT Issue Date	: 22nd April 2022
NIT No.	: Admn/Tender/01/2022-AIIMS.JDH
Pre-Bid Meeting	: 04th May 2022 at 03:00 PM
Last Date of Submission	: 25th May 2022 at 03:00 PM
Bid opening	: 26st May 2022 at 03:00 PM

Tender documents may be downloaded from institute's web site www.aiimsjodhpur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>



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All India Institute of Medical Sciences (AIIMS), Jodhpur, Rajasthan, an apex healthcare institute established by an Act of Parliament of India under aegis of Ministry of Health & Family Welfare, Government of India, invites Online bids in two bid system for tender for Mechanized & Automated Cleaning at the Hospital area of the institute.

Terms & Conditions:

Instructions:

1. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. No hardcopy of tender document is to be submitted at AIIMS, Jodhpur.

2. The complete bidding process in online. Bidders should be possession of valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0291-2740741.

3. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.

4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

5. Submission of Tender:

The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

(i) Technical Bid

The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:

i) Signed and scanned copy of appropriate value of valid registration certificate (if any), experience certificate as per the tender notice, PAN, GSTIN registration certificate and Tender Acceptance Letter

(ii) Financial Bid –

Bidder must submit financial bid in .xls (Excel workbook 97-2003 workbook) only

Deputy Director (Admin)

AIIMS, JODHPUR

For and on behalf of Director, AIIMS, Jodhpur

General Instructions:

1. **Period of Contract:** The initial period of contract shall be for 1 year which may be further extendable upto 2 years, depending on performance of the Agency and at discretion of Director, AIIMS, JODHPUR.
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 Bid.
3. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period.
4. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), will be debarred to bid in tenders of the Institute.
5. The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the Work/Service.
6. The Tenderer shall be deemed to have satisfied itself before tendering as to correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the Works/Services. Where necessary, before submitting its Commercial Bid the Tenderer should inspect and examine the site and its surroundings and shall satisfy itself about form and nature of the Site, the quantities and nature of the Work/Service and materials necessary for the completion of the Works/Services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its Tender.
7. No extra charges consequent on any misunderstanding or otherwise shall be allowed.
8. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
9. The successful tenderer will have to deposit a Bank Guarantee/ FDR of 03% 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 -D payable at Jodhpur valid for 60 days beyond the expiry period of contract.
10. Each page of the tender documents and papers submitted along with, should be numbered signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the AIIMS Jodhpur.
11. 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.
12. The Director, AIIMS, Jodhpur reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

Information & Instructions for Bidders:-

1. The bid should be type-written. The bidder should sign each page of the application.
2. Overwriting should be avoided. Correction, if any, should be made by neatly crossing out, initialing, dating and rewriting. Pages of the eligibility criteria document are numbered. Additional sheets, if any added by the contractor, should also be numbered by him.
3. 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) 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 authorized by all of them or the Manager of the firm should sign the tender and subsequent documents.

4. The bidder may furnish any additional information which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. He is, however, advised not to furnish superfluous information. No information shall be entertained after submission of eligibility criteria document unless it is called for by the Employer.
5. Any information furnished by the bidder found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up of work in AIIMS.

Area of Work:-

1. All open and covered area of Hospital of AIIMS Jodhpur as per Schedule of AIIMS, Jodhpur will be in the scope of housekeeping services to be provided by the contractor.

2. 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 as per the details given at Annexure-A. 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 officials of AIIMS, JODHPUR, who will also monitor the entire work and staff.

3. Daily Services: - Housekeeping / cleaning services should be provided round the clock on all days including holidays in Hospital Area so that all areas are neat and clean all the time. Housekeeping staff has to do following activities for all covered and open areas of Hospital Complex.

a) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including at regular intervals on daily basis.

b) Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, Corridors Ceilings, Office Rooms, training rooms at regular intervals on daily basis.

c) Vacuum cleaning of all carpets and upholstered furniture.

d) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.

e) 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.

f) 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.

g) 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.

h) Refilling, replacing and emptying of sharp containers at all stations.

i) Spraying room fresheners in all rooms on daily basis at regular intervals.

j) 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.

k) 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 of AIIMS, JODHPUR Campus. In addition 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.

l) 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.

M) General Requirements and Documentation:-

a) Organisational structure and line of authority.

b) Housekeeping manual and all SOP (Standard Operating Procedures).

c) List of equipment's used

d) Colour coding.

e) On job training and documentation.

f) Description for each category of housekeeping.

g) Hospitable and polite behaviour with patients and hospital staff.

h) HBV vaccination of all the staff.

- h) Maintaining records of:-
 - i. Amount of waste going out to outsourced agency
 - ii. Memorandum of understanding
 - iii. Complaint book
- i) Maintaining logs and checklist.
- j) Female student or staff should be attended by female staff only.
- k) Immediate replacement of on leave staff.
- l) Rotation of staff if required.

4. Waste Disposal Management: -

- a. The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
- b. The contractor will teach and train his staff for the collection / disposal work.
- c. The garbage will have to be disposed off at least thrice a day.
- d. The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.
- e. The contractor will make arrangement to collect Bio Medical waste from the designated areas.
- f. Supervision of collection of BMW (Bio Medical Waste bin) 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 :-

- a. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
- b. 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.
- c. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
- d. Cleaning of all windows glasses and grill with detergent/ cleaning agents.
- e. Washing of outside area with High Pressure Jet Machine.
- f. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- g. 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.
- h. The contractor will work in the specified area mentioned in the scope of work. a.

6. Housekeeping Monitoring and Control:- For better management and smooth services, the following monitoring mechanism will be adopted by the contractor:-

Toilets Checklist:-This is to be attached on the back of the each toilet door. It is to be filled up by the Contractor supervisor on duty daily.

b. 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 Deputy Director (Admin) of AIIMS, JODHPUR. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

c. 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 house keeping services in other commercial organizations. Housekeeping staff has to work between the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the house keeping staff has to show his /her humanitarian concern. 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:-

- a. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- b. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- c. The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery.
- d. The worktables shall be mopped with soap solution in the morning.
- e. The office shall be mopped with soap solution in the morning.
- f. 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:-

- a. 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.
- b. Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- c. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- d. In morning the trash bag shall be changed when it is full.
- e. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.

10. Glass Windows, Doors & Aluminium Partitions:-

Thorough cleaning of all toilets with phenol, removing all dust and unwanted material, keeping dry, cleaning of window grills/glass once in a day. Naphthalene balls should be put in wash basins and toilets. Air purifiers, toilet rolls and liquid soap are to be provided by the bidder regularly to ensure continuous availability of the materials in requisite place.

Lifting, carrying and disposing the dead birds animals, rats, insects etc, if found in and around the hostel. Cleaning and sweeping of open area including balconies and roof tops with brooms.

All glass windows, doors and aluminium partitions of Girls Hostel and Boys Hostel should be cleaned with appropriate soap solution on daily basis. Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

11. Garbage Disposal:-

The Contractor shall collect garbage in specified color coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as notified by the Jodhpur Municipal Corporation. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

12. Underground & Overhead Water Tanks:-

The Contractor shall clean & disinfect the Under Ground & Overhead Tank periodically after emptying the water from the tanks as per instructions. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

13. Terrace Cleaning:-

The Contractor shall clean the terrace periodically as per instructions. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

14. Deployment of personnel for office desk job:- Instructions for Contractor:

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 for housekeeping purposes as given in Annexure - A.
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 (3+1 winter uniform). 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 The Contractor shall provide a data entry operator for data entry of data related to all the staff in CPMS/software of the Institute for staff deployed by the agency. of materials and equipment's, etc.
8. AIIMS, Jodhpur will provide space for a store room to the contractor in the premise of the Institute. 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 Nursing Staff I/C/Supervisor/Officer of that area i.e. wards/ IPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the Nursing Staff I/C/Supervisor/ Officer. All instruction given by Nursing Staff 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. Staff deployed by the agency will not enter in any financial transaction with patients / attendants of patients malpractices.
12. Bidder will not enter into financial transaction with any staff deployed (except salary/statutory dues).

13. 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.

Clauses of Contract:-

1. Performance Guarantee:

As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 03% of Annual Contract value towards Security Deposit by way of FDR/ Bank Guarantee in favour of "All India Institute of Medical Sciences, Jodhpur" drawn on any Nationalized Bank/Scheduled Bank and payable at JODHPUR. Bank Guarantee Bond of a nationalize bank in the prescribed format is also acceptable in this regard.

2. Quality Of Services:

All Services to be supplied by the contractor shall be in conformity with the specifications laid down in the Contract. The services supplied under the Contract must be of the highest quality and standard.

3. 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.

4. Payments:-

The service provider shall submit the bill to the Medical Superintendent Office for re-imburement by 3rd of every month. Payment of bills for services rendered will be on reimbursable basis. Bills when submitted, shall be supported by the following documents: -

- (a) Certificate to the effect that "Conditions as envisaged Government of India / Rajasthan Government Minimum Wages Act and other Statutes on the subject have been complied with."
- (b) Copies of the remittance such as EPF, ESI etc. shall be enclosed.
- (c) The company will ensure that all their personnel should possess bank account and their salaries are remitted to their account.

The rates quoted shall be exclusive of GST or any taxes levied by the Central or State Govt. or Local Body. The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, and shall hold well till completion of supply of the Services. Bills for Services supplied under this contract shall be prepared in triplicate by the Contractor at the end of every month. The payment of bills and other claims arising out of the Contract will be made by Account Payee Cheque drawn in the name of the Contractor or through E.C.S. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

Service provider shall make regular disbursement to the staff deployed in the Institute, every month through ECS or cheque in the presence of representative of the Institute. For said purpose all staff deployed should have a valid bank account.

The Successful agency should ensure that all components of minimum wages (ESI, PF, Bonus etc.) are to be paid to the staff engaged as per the Min. wages Act, 1948.

5. Forfeiture of Performance Security Deposit:-

If during the term of this Contract the Contractor is in default of the due and faithful performance of its obligations under this Contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS shall, without prejudice to its other rights and remedies hereunder or at the Applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS from recovering from Contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

6. Disputes & Arbitration:-

The AIIMS and the Contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If a dispute of any kind whatsoever that cannot be resolved the same shall be referred to the sole arbitration of the Director, AIIMS, it is also a term of this Contract that no person other than a person appointed by the Director, AIIMS as foresaid should act as an Arbitrator. As aforesaid the provisions of the Arbitration and conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

7. Legal Jurisdiction:

No Legal suit or other proceedings relating to performance or breach of Contract shall be filed or taken by the Contractor in any Court of Law except principal court of Ordinary Civil Jurisdiction at Jodhpur which shall have exclusive jurisdiction to the exclusion of any outside court.

8. Rights of the AIIMS, Jodhpur

The AIIMS reserves the right to suitably increase/ reduce the scope of work put to this Tender. In case item rate contract, the AIIMS does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative.

Contract Document, interpretation of the Clauses by the AIIMS shall be final and bindings on all Parties.

9. Contractor's Responsibilities

a) Cleaning Materials:- All the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants will be provided to the contractor, and the payment for any exceptional item which is not provided by AIIMS, Jodhpur or in any exceptional circumstances will be reimbursed on actual basis 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 to the contractor by AIIMS, Jodhpur.

b) The Operator shall employ semi-skilled and unskilled labour in sufficient numbers 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.

c) The Operator 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.

d) Contractor shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.

e) The contractor shall ensure quality work in planned and time bound manner. Any sub-standard material/work beyond set out tolerance limits shall be summarily rejected by the Director, AIIMS, Jodhpur.

All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document.

f) AIIMS, Jodhpur shall not be responsible for any loss of material used by the contractor at site. After execution of work, contractor shall store the cleaning Material & equipment in proper organized manner so as not to give any ill appearance to the Hospital.

10. Special Instructions:

1. Tendered rates shall be for completed work covering all operations, labour, carriage, machinery & equipment, any other taxes etc. (if any), wages, tools and plants transportation risks, overheads, general and special liabilities /obligations as mentioned and profits etc. Contractor shall pay necessary taxes, such as GST etc. as above to relevant authorities.

It may be noted that the material and chemicals required shall be kept in the safe custody at designated place which will be allocated to the contractor.

2. All the materials/ chemicals / consumables brought to site shall be protected suitably duly Wrapped/packed& stored so as to avoid any damage during loading transportation/unloading & handling due to weather conditions etc. at any stage.

3. The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Director, AIIMS, Jodhpur. In case of default Director, AIIMS, Jodhpur may get the improvement done at the cost of agency without any notice.
4. The contractor shall appoint exclusively for this work for each building depute one Supervisor round the clock with mobile phone and one Manager for all with mobile who shall coordinate with the concerned authorities as and when needed.
5. The contractor shall arrange the necessary water supply fitting, flexible pipe etc. for taking water from the water taps provided in the building for the work of housekeeping at his own cost However water will be supplied free of cost.
6. The tenderer should provide sufficient number of staff required for completion of the required scope of work. The staff in uniforms and badges as approved by Director, AIIMS, Jodhpur only shall be allowed for duty. The workers shall be supplied with sufficient sets of uniforms by the contractor so that they wear them at all time and keep them clean. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
7. 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 to be rendered to AIIMS and shall comply with all relevant labour laws 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 may be party or involved as a result of the contractors failure to comply and of the obligation under the relevant act law which the contractor is to follow.
8. The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of Notification of Award (before the issue of award letter)
9. The cost of maintenance of machine will be borne by the contractor.
10. The chemicals should be Eco-friendly, Bio-degradable of international quality.
11. For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipment, computers etc. persons in charge of outsourced facility of respective area shall lodge complaint with the concerned section mentioning the item replaced or repaired otherwise the responsibility lies with the outsourcing agency.
12. There should not be any dust & dirt in and around the area assigned to the firm during the execution of work.

(Signature of the Bidder)
Along with Stamp of Firm/Company

Date:
Place:

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
3	Garbage Removal	Thrice a day/ when bags	As per the BMW guidelines
4	Dry Mop	Thrice a day	Feather Brush
5	Dusting	Thrice a day	Z colour duster
6	Mopping	Thrice a Day	Germicide, or any AIIMS, Jodhpur approved disinfectant

Hospital (OT Area)

S. No.	Activity	Frequency	Agents used
1	Garbage	As per case and requirement	As per the BMW guidelines
2	Dry Mop	As per case and requirement	Feather Brush
3	Dusting	As per case and requirement	Z colour duster
4	Mopping	As per case and requirement	Germicide, or any AIIMS Jodhpur approved disinfectant
5	Washroom washbasins cleaning	As per case and requirement	Germicide, or any AIIMS, Jodhpur approved disinfectant

Hospital (ICU Area)

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Four to five times a day/ when bags are 3/4 th Full	As per the BMW guidelines
2	Dry Mop	Every five hours and as per case and requirement	Feather Brush
3	Dusting	Every five hours and as per case and requirement	Z colour duster
4	Mopping	Every five hours and as per case and requirement	Germicide, or any AIIMS Jodhpur approved disinfectant
5	Washroom washbasins cleaning	Every five hours and as per case and requirement	Germicide, or any AIIMS, Jodhpur approved disinfectant

Hospital (Ward Area)

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Four to five times a day/ when bags are 3/4 th Full	As per the BMW guidelines
2	Dry Mop	Four times a day	Feather Brush

3	Dusting	Four times a day	Z color duster
4	Mopping	Four times a day	Germicide, or any AIIMS Jodhpur approved disinfectant
5	Washroom washbasins cleaning	Four times a day	Germicide, or any AIIMS, Jodhpur approved disinfectant

Additional conditions:-

Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) as per enclosed list in tender form should be followed.

Materials and chemicals of approved quality shall be used. The consumption of material / chemicals shall be regulated as per manufacturer's specifications.

Chemical should be approved from MSDS report.

Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.

Penalties:-

1. If during inspection, the workers are not found in uniform without I-Card, a penalty of Rs.500/- per employee will be charged per instance per day.
2. It is mandatory that the Supervisors / 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.
4. If the quality of work is found un- satisfactory or any such complaint in this regards is registered either by patients or the hospital staff, a penalty of ₹1000/-day for inside area of work place will be charged to the contractor per instance per day.
5. If the contractor fails to dispose the garbage in any day & any locations, the penalty shall be imposed @2000/- per day/location and garbage may be disposed of at his risk & cost at the direction of Deputy Director (Admin).

Hygiene & Other Standards for the staff provided by the Contractor:

1. The Contractor shall employ 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.

(Signature of the Bidder)
Along with Stamp of Firm/Company

Date:

Place:

Annexure-A**Standard operating procedure of cleaning of General/Low risk area.**

Objective: To clean and maintain general/Low risk areas as per highest cleaning standards. Identified low risk areas.

- Public areas
- Waiting areas
- Corridors
- Basement
- Staircases
- Elevators
- Kitchen & Dietetics Department

Activity	Material Used
Dusting	Damp Duster with 1% Bacilloid/2% R-2
Hovering	Vacuum Cleaner
Scrubbing	2% R-2 & Spiral
Mopping	1% Hypo chloride/Mikrobac Forte

Description:

- Remove all garbage from the dustbins.
- Dust the entire area with a damp cloth or when necessary with Bacilloid solution.
- Vacuum cleans the entire area.
- Mop the floor with 1% Hypo Chloride/Mikrobac Forte.
- After each shift mops should be dip into 1% Sodium Hypo chlorite for re-use.
- Scrubbing of the above mentioned areas to be done thoroughly every Weekly with 2% R-2
- Spiral solution.
- Once a week area to be polish with terenova.
- Polished area needs to be buffed on daily basis.
- Curtain or divider should be washed/changed on weekly basis.
- Through cleaning of the areas to be done once in a week.
- Maintenances to be noted in checklist and fed in the computer on daily basis.

Standard operating procedure of Corridor cleaning

Objective: To clean corridor within the facility safely and with as little interference as possible with daily activities and to minimize the potential risk associated with wet floor.

Description:

- Place “Wet floor” caution signs at both ends of corridor to alert staff and visitors to a potential risk.
- Brush the floor with feather duster.
- Check the cobwebs in and around the wall and pillars.
- Wet mop all corridor, covering only half of the width at time. This allows safe foot traffic at all times.
- Wet mop the remaining half of the corridor only when the first half has dried completely.
- React to an emergency code in the area being cleaned by moving all equipment and supplies (except “Wet floor” signs, which should remain in place to mark potentially slippery areas) out of the main traffic area to avoid interfering with emergency personnel.

Standard operating procedure for Elevator Cleaning

Objective: To clean elevator cars, tracks, interiors and exterior of doors safety with as little inconvenience to the passengers.

Description:

- Material required

- Step ladder
- Rags
- Dust Mop
- Bucket with wringer
- Wet Mop
- Disinfectant detergent
- Hand vacuum
- D-7/Steel polish
- Small brush
- Rubber gloves
- Description:
- Take the elevator to a non-patient, non-public floor for cleaning and turn off with key.
- Mix Disinfectant detergent in pail and bucket.
- Remove the light diffusers carefully & clean with damp cloth soaked in disinfectant detergent. Wipe dry to prevent streaking and replace.
- Dust mop the floor.
- Vacuum the tracks with vacuum equipped with crevice tool.
- Spray D-7 into the stainless walls if wall are stainless, rinsing thoroughly with warm water, then apply very thin coat of baby oil and buff it properly.
- Clean channel on regular basis.
- Weekly cleaning with cleaning kit as per standard practice.

Standard operating procedure of cleaning the STAIRCASES

Objective: To clean staircases with as little inconvenience to the users

Description:

- Dusting of stair case railing.
- Sweeping with feather brush/vacuum clean. Corners cleaning weekly.
- Pay attention to hand marks, smudges, and snuffs on the railing and glass panels.
- Finally mop the floors.
- Report any maintenance requirement to the supervisor immediately.
- Hourly mopping/touch up with hand mop to be given to maintain it.
- Heavy cleaning and scrubbing should be carried out at night.
- Check corner properly for the dirt.
- Check for the cobwebs on regular basis.

Standard operating procedure of window cleaning

Object: To maintain a clean and smudge-free surface on interior and exterior glass and mosaic tiles (Excluding item covered in Item No. 3 of Schedule- 1).

Equipment: R-3 Squeegee with handle, Window cleaner, Small plastic bucket, Clean rags
Sponge, Glass scraper, Window brush

Description:

- Prepare window cleaning solution
- Place window brush into solution
- Apply solution to window surface using 's' strokes.
- Use squeegee, starting at bottom corner and working upward along outside edge, across top, then downward using 's' stroke.
- Dry squeegee blade as needed with clean dry cloth
- Remove any solution remaining on window frames or ledge with clean cloth.
- Clean equipment and store properly.

- Some areas may require the use of a glass scraper to remove tough stains.

Standard Operating procedure of cleaning the Consultant Room/Faculty Room

Objective: To clean and service consultant room to provide the patient & consultant with clean, hygiene & aesthetically appealing room on check up.

Description:

- Open the room
- Open the blinds, Check cords / louvers etc.
- Check the air conditioning, water supply, light, partition curtains etc.
- Note down damage or missing items. Inform supervisor if anything misplaced, damaged or needing repair.
- Remove garbage from garbage bins & change garbage bags.
- Clean the room with feather brush and dustpan.
- Make the examination bed with fresh stain free linen.
- Dust items located on wall & high area clockwise and anti clock wise around the room. Items include: - picture frame, light fixture, & glass panes & ledge.
- Check for the cobwebs in and around the wall and pillars.
- Dust air conditioning vents with feather brush.
- Dust the table beginning with top surfaces and working your way down to the base & legs.
- Chairs / sofa repositioning.
- Wipe down light switches & clean any smudges on surrounding wall areas.
- If there is any stain on the wall please try to remove it if can be removed if not in form engineering for touch up.
- Scrub floor with spiral and scrubbing machine.
- Remove the water with wet vacuum.
- Wash flask, tray, and glass.
- Replace tissue box, Fill up the soap solution.
- Mop the room with disinfectant.
- Take one last look to see everything is in order, clock is working etc.
- Spray a whiff of freshener and close the room door.
- Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

Standard operating procedure for toilets cleaning

Objective: To provide clean, hygiene and bacteria free toilet to the patient and for our guests.

Material/Chemicals used:-

R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 litre of water). R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 litre of water).

R-4 Furniture Maintainer (Ready to use product). R-5 Room Freshener (Ready to use product).

R-6 Toilet bowl/W.C. cleaner (Ready to use Product).

R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Liter of water). Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Liter of water)

Toilet Brush

Scrubber/Scotch brite. Hand mop

Dusters Corner brush Soap solution

✓ Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

Description:

- Check all maintenance in washroom.
- Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly.

- Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely.
- Scrub toilet bowl from inside and outside
- Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.
- Scrub & Mop washroom floor from inside to outside.
- Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener.
- Sign on toilet check list bind main door

Standard operating procedure for cleaning the structural glazing/curtain glazing of desired area.

Objective: To provide clean environment to the visitors, patients & out guests regularly.

Cleaning of fixed glass panes/ structural glazing/exterior mosaic tile area curtain glazing of desired area from out sides, using Spiderman method. Including removal of bee hives if any once in a month and bird dropping etc. including cleaning on Polycarbonate sheds provided on all three ramps and other area at Trauma Centre.

dynamic rope

seat harness,

Gri Gri

Shunt

Suction pad,

Cleanser (all clean),

R3, bursh,

Wiper,

Scraper,

Helment,

Bucket,

Subject: Cleaning of the water closet Materials required:

- R-6/Toilet cleaner
- Vim powder(To be used as per the supervisor instructions)
- Pine gold/Disinfectant
- Dettol
- Nylon scrubber
- WC brush
- Discard towels

Check For:

- Continuous flow of water,
- Flush timer,
- Missing or broken shoes/buffers,
- Stained/scratched/broken/cracked/WC or WC seat,
- Leakages under WC.

Process:

- Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes.
- Scrub the seat and the seat cover with cleaning agent.
- Wash it with water.
- Using the WC scrub brush, thoroughly clean the WC and flush.
- With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
- Push out the water from the bowl and put pine gold in it.

- Wipe the WC with clean discard.
- Wipe the WC with dettol.
- In case of any stubborn stains, report to the supervisors.
- Do not use any hard abrasive on the WC.
- Check under the grooves and rim of WC for sparkling cleanliness.

Subject: Cleaning of the Washbasin.**Materials required:**

- Cleaning agent-R-1
- Nylon scrubber
- Discard towel
- Toothbrush

Procedure:

- Check the washbasin for cracks, loose fitting.
- With the scrubber and cleaning agent scrub the washbasin and counter taking care to scrub the rim and the drain corners properly with a toothbrush. Remove all the trays and other item from the counter before starting.
- Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail.
- With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it.
- Rinse the cleaning agent properly from the basin and dry it with a dry discard.
- With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it.
- Lastly, pour some pine gole into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized.
- Standards to be maintained
- Washbasin should be sparkling clean.
- Fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks.
- Polish the fitting with chrome polish.
- The bottle trap should be free of dust and cobwebs.
- No hard abrasive to be used to prevent scratching.
- In case of any stubborn stains, report to supervisor immediately.

Subject: Cleaning of Marble surfaces/Granite/Tiles.**Materials required:**

- Mild cleaning agent.(Bath/Spiral Solution)
- Scrubber
- Clean discard
- Procedure:
- Scrub the surface with mild cleaning agent and a scrubber.
- Rinse the surface thoroughly.
- In case of excessive stains seek marble polisher's help.
- For any stubborn white water marks on floor corners spray super gel and leave for 5 minutes and rinse with wet and dry the floor with the help of discard.
- Once a week area needs to be polished with Trinova.
- Daily areas need to be buff.
- Use only dry mops.

Subject: Cleaning of Chrome fittings**Materials required**

- Cleaning agent-R-1 D-7
- Discard

- Toothbrush
- Sponge
- Chrome polish

Procedure

- Clean the surface with a cleaning agent and a sponge.
- Rinse thoroughly
- Wipe dry with a towel discard.
- Apply chrome and shine.
- Standards to be maintained
- Check for any loose screws, corroded or tarnished fittings, leakage, bends and dents, rust, salt deposition, detached chains.
- All fixtures should be free of dust and depositions.
- They should be chromed as and when needed, it tarnished.
- If polish is not available use Vim to shine.

Subject: Cleaning of looking mirrors.**Material required:**

- Glass cleaner
- Feather duster
- Flannel cloth
- R-3

Procedure:-

- Dust the top of the glass with the feather duster to remove dust.
- Neatly fold the glass cloth and spray glass cleaner on it and wipe the surface in a side ways motion or top to down.
- Clean any oil stains or smudges on the mirror.
- Finally, wipe with a lint free cloth.
- The mirror should be sparkling after being cleaned.

Subject: Cleaning a glass window.**Materials required:**

- Glass cloth
- Glass cleaner
- Damp cloth should be lint free
- 2” paint brush
- Dust pan
- Feather duster

Procedure

- Check the cracks, loose glass.
- Wipe the window glass and frame with a dry cloth of feather duster to remove loose dust.
- Take a brush and clean the grooves.
- Check the window or lock hinges. The latch should not be creaking.
- Spray some glass cleaner onto a cloth and start wiping the outside of the window from top to downward.
- Check the window for any stubborn stains.
- Clean the glass from inside. Finally wipe with a yellow flannel cloth.

- Check for any stains and fingerprints.

Subject: Cleaning of Telephones.

Material required:

- Dettol
- Cleaning agent
- Discards
- Toothbrush
- Procedure
- Check the telephone for loose wires, clarity of voice, proper functioning of the buttons, proper dial tone etc.
- Clean the telephone with the help of a tooth brush and the cleaning agent.
- Clean the hand set, around the buttons, grooves and the corners and telephone cradle.
- The telephone should be cleaned patiently as it takes a long time to remove accumulated dirt from the grooves of the telephone.
- The wire should also be cleaned with a wet cloth starting from the end pulling to the other end. If the wire is to dirty or has carbon stains it should be washed after soaking it in mild detergent for a few minutes.
- Lastly disinfect the mouthpiece with a fresh Dettol duster.

(Signature of the Bidder)

Along with Stamp of Firm/Company

Date:

Place:

Eligibility and Experience Criteria: -

1. Tenderer shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms shall be considered non-responsive and shall be rejected without any further evaluation.

2. The Bidder shall have at least 3 years experience as on 31-03-2022 in last seven years of providing Housekeeping services. 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 7 years and required to be enclosed.

3. Having successfully completed at least one work of similar magnitude as per below mentioned criteria during the last three years:

One similar completed work of not less than Rs. 8,80,00,000 /- in one year.

Or

Two similar completed works each amounting to not less than Rs. 6,60,00,000 /- in one year.

Or

Three similar completed works each amounting to not less than Rs. 4,40,00,000/- in one year.

Note:

- i. Work referred above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.
- ii. In case the completed work were of composite nature (Facility Management and Security), then specific split up of financial quantum used for Housekeeping services only, shall be considered.
- iii. Completed work shall mean work under one contract with extension/s. Work considered should either have been completed.
- iv. Concluded or should have been more than one year old live contracts with extension/s, if any. In case of running contract, value of payment received till date of issue of certificate shall be the qualifying amount.
- v. Similar nature of work shall mean providing Housekeeping services/ Sanitation services.

4. The agencies/firm should have at least three years' experience of providing 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. 11 Crores during the last three years ending on 31-03-2021** 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.

5. Tenderers have to produce supporting documents/certificates in the form of Completion certificates from the clients and copies of work orders for the subject work.

6. Should not have been blacklisted by any Central/State/Govt agency and submit an undertaking on firm's letter head in this respect.

7. There should be no case pending with the police/CBI/ACB against the Proprietor / Firm / Partner or the Company (Agency).

8. Tenderer should enclose Certified Copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached) if applicable.

9. Tenderer should submit Certified Copy of Income Tax, PAN Card No. of the Party/ Agency/ Organization to be enclosed. Also latest copy of Income tax return to be submitted.

10. Tenderer should submit Certified Copy of GST Registration which should be in the Name of the

Tenderer, if applicable.

11. Tenderer should submit a copy of TDS Certificate along with the Completion Certificate for the work done in Private/Non-Govt. Organization.

12. **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 Performance Bank Guarantee is liable to be forfeited. Work order will be issued only after getting valid labour licence.

Technical Bid Evaluation Criteria

The technical bid evaluation committee will be constituted by AIIMS, Jodhpur to evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub-criteria and point system specified.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

1. TECHNO – COMMERCIAL AND PRICE EVALUATION

- The constituted bid evaluation Committee, on behalf of AIIMS, Jodhpur shall determine the substantial responsiveness of each bid in accordance with the terms and conditions of the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- The Committee's determination as to the substantial responsiveness or otherwise on each bid or consideration of a minor informality or non – conformity or regularity is final and conclusive.
- The price bid of only techno – commercially responsive bids / items shall be evaluated by the bid evaluation committee after opening of the bids.
- The bidder will further be liable for disqualification if it has:
 - I. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
 - II. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
 - III. if the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their application will be summarily rejected.
- **The tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Financial Evaluation.**
- Tenders not accompanying with required information and documents shall be rejected out rightly. Any request for subsequent submission/ alteration/ addition/ modification/ amendment/ extension of due date etc. will not be entertained.
- Technical Bids will be opened first. Technical Evaluation of the Tenders will be done and Tenderers who qualify in Technical Bid will be considered for opening of their Price Bid.

Technical Bid Evaluation Criteria

The technical bid evaluation committee will be constituted by the hospital to evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub-criteria and point system specified.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Sl. No.	Description	Submission	Points Allotted	Points obtained	Remarks
1	Average annual turnover in the last three financial year i.e. 2018-19, 2019-20 and 2020-21	> 50 Cr	20 Pts.		Financial Statement of concerned year
		> 25 Cr. to < 50 Cr.	15 Pts.		
		> 11 Cr. to < 25 Cr.	10 Pts.		
2	Experience in providing mechanized housekeeping services in Hospital (Central/State Govt. including/PSU's, Autonomous bodies) in one year during last three financial years.	> 9 Cr	20 Pts.		Financial Statement clearly stating receipts from Mechanized housekeeping services or Certificate from CA
		> 7 Cr. to < 9 Cr.	15 Pts.		
		> 5 Cr. to < 7 Cr.	10 Pts.		
3	Number of running contract of similar nature (Mechanized housekeeping services) in hand in Central/State Govt. including/PSU's, Autonomous bodies during last financial year 2020-21	> 5 including at least 01 in Hospital (900 or more beds)	25 Pts.		Self-attested copy of each contract/work order
		> 5 (No Hospital Services)	15 Pts.		
		> 3 to < 5	10 Pts.		
4	Total years of experience in the field of housekeeping services (Determined from years of incorporation)	>7 years	25 Pts.		
		> 5 years to < 7 years	15 Pts.		
		>3 years to < 5 years	10 Pts.		
5	Presentation on execution of security services	The technically qualified bidders will be asked for presentation on how to perform the expected tasks in the tender.	10 points.		

*Technical criteria and weightage matrix for evaluation (Total: 100 marks)

*Minimum score for the technical bid shall be 50 marks for qualification.

The weightage for technical and financial bid should be 70:30 while arriving at the final grading on the basis of technically being qualified (50% score) and financially lowest bidder awarded 100% marks and other bidder will be evaluated in proportionally manner.

Services provider will need to submit a standard operational procedure (SOP) proposed to display competency in upkeep of hospital.

Preference for green/eco-friendly cleaning agents may be given. **Minimum score** for the technical bid shall be 50 marks for qualification.

Illustration 1 (for Technical Weightage)

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation value shall be: 56 i.e. $\{80 \times 70\%$

Financial/ Price Bid evaluation Criteria:

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. $30\% \times 100$).

The total marks obtained by a Bidder in the technical bid shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding

Illustration 2

If the Bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be **86** i.e. (56 Technical Score + 30 Financial Score)

The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$$30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3.)}$$

Illustration 3

If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under

$$30 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 24 (\text{financial score})$$

Therefore, L2 Bidder shall have total score of **80** (56 Technical Score + 24 Financial Score)

FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

The Bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process. Further, institute will provide all the materials consumed for housekeeping services to the contractor.

*In case of tie i.e. same score for two or more firms the L1 will be decided on the basis of the highest marks scored by vendor in first 3 rows of criteria of Technical Bid Evaluation Criteria at Page 22.

Annexure –B

1. The following machines are available with the Institute and will be handed over to the successful bidder in working condition for smooth operations in the Institute. Regular maintenance and upkeep of these machines will be the sole responsibility of the bidder, and he will return these machines in working conditions as provided at the beginning of the tender.

S.No.	Name of Machine/Equipment	Qty Held
1	Manual Scrubber Driver	11
2	High Pressure Machine	6
3	Caddy Bucket (Wringer Trolley)(3 Bucket)	40
4	Stopper	120
5	Automatic Scrubber Driver (Ride on battery operator)	2
6	Automatic Sweeper Driver (Ride on battery operator)	2
7	Drain Suction Machine	2
8	Single Disc Machine	6
9	Vacuum Cleaner Machine	24

In addition, the bidder has to provide any other cleaning equipment e.g. glass cleaning kit, polls, caddy buckets, stoppers, stairs, any machines required for cleaning of the Institute as per requirement from time to time without any additional expenditure.

(Signature of the Bidder)
Along with Stamp of Firm/Company

Date:
Place:

Annexure –C**1. Scope of work:**

Scope of work: Minimum Manpower required is as follows, however additional manpower may be deployed as required to maintain highest order of hygiene & cleanliness in the Institute.

Housekeeping Total Staff	
IPD wards	240
Adult ICU, Cardiac ICU, Neuro ICU & NICU	24
D&T Block OT	24
Trauma & Emergency	36
OPD	60
PMR and Radio Oncology OPD	24
Central Store, CSSD, MS Office, Mortuary, Laundry & Canteen	8
Labor Room	9
Diagnostic and Lab	
Gen. Waste Management	
BMW	
Corridor, Ramp & Stair Case IPD	
Outside Area & Parking	
CMFM Center (Keru, Pratap Nagar, Dhawa)	

* Housekeepers will be posted in 3 shifts as per the requirement of AIIMS, Jodhpur.

(Signature of the Bidder)
Along with Stamp of Firm/Company

Date:

Place:

Annexure - D**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 notwithstanding 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 Deputy Director (Admin), 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)