

अखिल भारतीय आयुर्विज्ञान संस्थान, देवघर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES, DEOGHAR
Jharkhand– 814142

A CAB under Ministry of Health & family Welfare, Government of India

Tender No. AIIMS/DEO/ Mechanized & Automated Cleaning/2022-23/06

**NOTICE INVITING TENDER FOR “MECHANIZED & AUTOMATED
CLEANING WORKS” AT AIIMS, DEOGHAR**

The Executive Director & CEO &, ALL INDIA INSTITUTE OF MEDICAL SCIENCES, DEOGHAR invites Online tenders under Two Bids System (Technical and Financial) for Mechanized & Automated Cleaning Works at AIIMS, DEOGHAR as detailed below in complete accordance with enclosed tender document.

CRITICAL DATE SHEET	
Mode of Tender	E- Tender
Type of Bid	Two Cover Bid
Tender Publishing Date	09 / 03 / 2023
Last date and time for submission of Tender	30 / 03/ 2023
Pre-Bid Meeting	20 / 03/ 2023
Contract period	2 years from date of work order
Date and time for opening of tender	31 / 03 / 2023
EMD	Rupees 100000/- only (Ten Lac rupees)
For viewing, quoting the detailed NIT and Qualifying Requirement, bidders may also visit our website	http://aiimsdeoghar.edu.in https://eprocure.gov.in/eprocure/app

Disclaimer: This Tender is not an offer by the All-India Institute of Medical Sciences, DEOGHAR but an invitation to receive offer from vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All-India Institute of Medical Sciences, DEOGHAR with the vendor/ bidder.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS) DEOGHAR

Jharkhand-814152 (India)

Website: <https://www.aiimsdeoghar.edu.in/>

Tendering Portal: www.eprocure.gov.in ,

Tender Notice

Tender No. AIIMS/DEO/ Mechanized & Automated Cleaning/2022-23/06

Public Tender

The Executive Director & CEO, AIIMS DEOGHAR invites Tenders in Two Bid System (i.e., Technical and Financial Bid) from reputed, experienced bidders for Mechanized & Automated Cleaning work at AIIMS DEOGHAR through on-line e-procurement portal www.eprocure.gov.in

Bidders can download complete set of bidding document from e-procurement platform www.eprocure.gov.in

The Tender notice and Tender documents are also available in our website: www.aiimsdeoghar.edu.in,

Bidders have to submit the bids online by uploading all the required documents through www.eprocure.gov.in Bids for this tender will be accepted through online mode only.

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. Of India, therefore, bidders claiming to be regulated under the said order are to submit documentary evidence in support of their claim. The Bidder shall bear all costs associated with the preparation and submission of their bid and AIIMS, DEOGHAR will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Executive Director & CEO, AIIMS DEOGHAR reserves the right to accept or reject any quotation in full or in part thereof without assigning any reason.

Manual bids and conditional bids will not be accepted under any circumstances and will be out rightly rejected.

Any firm of canvassing will be considered for disqualification.

F/I GeM & Tendering
AIIMS DEOGHAR

1. The Executive Director & CEO, AIIMS DEOGHAR invites online bids in two bid system from Reputed, Eligible and Qualified agencies to enter into Mechanized & Automated Cleaning Works of Hospital, & other Building of AIIMS DEOGHAR on Contract Basis.
2. Tender document may be downloaded from AIIMS, DEOGHAR web site www.aiimsdeoghar.edu.in for reference only) and CPP Portal <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website <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. Tenderer who has downloaded the tender from the AIIMS, DEOGHAR web site www.aiimsdeoghar.edu.in and Central Public Procurement Portal e- Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS DEOGHAR.
6. **Manual bid shall not be accepted under any circumstance.**
7. The complete bidding process is online; Bidder should be in possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. Tenderers are advised to follow the instructions provided in the “Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.
9. The Tender/Bid will be opened online at <https://eprocure.gov.in/eprocure/app> in the office of F/I GeM & Tendering at AIIMS DEOGHAR as per schedule mentioned in Data sheet.
10. The bidder must be able to provide the service within the specified time period as mentioned in the Work Order, failing which the PSD will be forfeited. ***The Technical qualifications and documents required with technical bid are mentioned in Annexure – X.***
11. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
12. 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 Director, AIIMS Deoghar to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by the Director, AIIMS Deoghar. 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.
13. All disputes shall be subject to DEOGHAR Jurisdiction only.
14. AIIMS DEOGHAR reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lower bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.

15. The tender/bid will be opened online at <https://eprocure.gov.in/eprocure/app> in O/o F/I GeM & TENDERING at AIIMS DEOGHAR premises.

- Only those financial bids will be opened whose technical bids are found suitable by the committee nominated for the scrutiny of the tender.
- No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.

16. Tenderer to submit the Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.

17. The Competent Authority reserves all rights to reject the service, post award if the same is not found in accordance with the required description / quality.

18. Earnest Money:

The declaration of EMD exemption is attached on **Annexure III**. It must be uploaded on the letter head of the tenderer.

19. The Executive Director & CEO, AIIMS, DEOGHAR reserves the right to accept or reject any or all the tender without assigning any reason thereof.

20. In case the supplier requires any clarification regarding the tender documents, they are requested to contact to the F/I GeM & TENDERING, AIIMS DEOGHAR through e-mail procurement@aiimsdeoghar.edu.in on or before 20/03/2022 at 3:00 PM.

F/I GeM & TENDERING
AIIMS DEOGHAR

GENERAL CONDITIONS:

1.1 The work in general shall be carried out in accordance with the AIIMS DEOGHAR specifications and as per directions of Officer -in-charge/Officer nominated by AIIMS DEOGHAR.

1.2 The work shall be carried out in the manner complying in all respects with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the In-charge & nothing extra shall be paid on this account.

1.3 The contractor shall comply with proper & legal orders & direction of the local or public authority or municipality and abide by their rules & regulations & pay all applicable fees & charges.

1.4 The contractor shall give due notice to municipality, police and/or other authorities which may be required under the law/rules under force & obtain all requisites licenses for temporary obstructions/enclosures and pay all charges which may be livable on account of his execution of the work under the agreement. Nothing extra shall be paid.

1.5 No assistance of any kind shall be made available by AIIMS DEOGHAR for purchase of equipment's/ plants/ machinery/ materials of any kind or any other items required to be carried out in execution of work. Payment shall be made in Indian rupees only.

1.6 The contractor shall execute his work in such a manner that no damage is made to the existing structure, if any damage occurred it shall be made good by the contractor and cost will be bearded by the contractor.

1.7 The contractor shall conduct his work so as not to interfere with or hinder the progress or completion of the work being performed by other contractor(s) or by the Office, and shall as far as possibly arrange his work and shall place & dispose of the material being used or removed so as not to interfere with the operations of other contractors, or he shall arrange his work with that of the others in an acceptable & co- ordinate manner & shall perform it in proper sequence to the complete satisfaction of Office in-charge.

1.8 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.

1.9 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 AIIMS DEOGHAR.

1.10 All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document. Annexure-‘E’.

1.11 Department shall not be responsible for any loss of material used by the contractor at site.

1.12 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 Institute.

SPECIAL CONDITIONS:

1.13 The tenderer shall study carefully, the materials, chemicals, machines, equipment's, quantities, the frequencies of different operations and conditions of specifications the tender documents to fully appreciate the scope of work before quoting his rates.

1.14 The Contractor should provide satisfactory evidence acceptable to the AIIMS DEOGHAR to show that

a) He is a reputed firm / contractor who regularly undertakes the works of Mechanized Cleaning to the subject tender and has adequate technical knowledge and experience.

b) He has an established proper supervisory control organization to ensure that there is adequate control at all stages of execution of the contract. He should give proper Quality assurance chart for the work.

1.15 The contractor shall have to clean the area as per minimum frequencies mentioned however, the cleaning shall have to be done more frequently if required for proper housekeeping upon the instructions of the Housekeeping-in-Charge, for which nothing extra shall be paid.

1.16 The tenderer whose tender is accepted shall follow the scope of work as mentioned in the tender, so as to help AIIMS DEOGHAR, to monitor and check that the housekeeping work is being done according to the contract.

1.17 The contractor shall work in close coordination with officials working in various rooms/halls, including staff Hospital etc. and modify working area if required as per user's convenience. No claim whatsoever on this account shall be entrained.

1.18 AIIMS DEOGHAR, shall not provide space for storage of machines, material and chemicals. The contractor has to arrange space for storage of material. Store (Temporary) for storage of materials to be created by bidder/vender.

1.19 The information & site data mentioned in the tender documents are being furnished for general information & guidance only. Bidder is expected to survey the site physically and assess the site area and condition. The contractor shall verify such data to his entire satisfaction before quoting the rates.

1.20 No tools & plants shall be supplied by the department. The contractor will have to make his own arrangements at his own expense for all machines, chemicals, materials toiletries, consumables etc. However water and electricity required for cleaning will be provided by AIIMS DEOGHAR on payment basis.

1.21 Tendered rates shall be for complete work covering all operations as per like materials, labour, carriage, machinery & equipment's, royalties fees, GST, rent, labour cess, custom duty, etc., wages, tools and plants transportation risks, overheads, general and special liabilities/obligations and profits etc. Contractor shall pay all statutory taxes.

1.22 Materials and chemicals required shall have to be brought by the contractor in advance for at least 2 months at his own cost. It may be noted that the material and chemicals required shall have to be brought at site and shall be kept in safe custody at a designated place.

- 1.23 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.
- 1.24 The standard of sanitation/cleanliness shall always be to the satisfaction of the Officer In- charge. In case of default the Officer-in-Charge may get the improvement done at the cost of agency without any notice.
- 1.25 The contractor shall depute one Supervisor with mobile phone at each building and one Manager for all building with mobile who shall coordinate with the concerned authorities required.
- 1.26 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.
- 1.27 The tenderer should deploy sufficient number of staff required for completion of the required scope of work. The staff in uniforms as approved by Office in- charge 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 distinguished from other categories of the Institute staff with name plate & identity card.
- 1.28 The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of intent (before the issue of award letter). The tenderer should deploy sufficient number of machines as per requirement, for the scope of work mentioned in the tender document.
- 1.29 The chemicals should be Eco-friendly, Bio-degradable of Certified quality as mentioned in Annexure of the tender document.
- 1.30 Every Supervisor deputed by the firm should maintain a register for keeping the daily record for cleaning & should take signature from the concerned department for their comments.
- 1.31 The agency shall have to maintain the various registers for deployment of labourer/ workers, working hours, payment of wages, etc. which has to be duly signed by the contractor and his supervisor and produce before the Inspecting Authority of the AIIMS DEOGHAR for official purpose on demand. Log book at site to be maintained for areas specified.
- 1.32 For any stolen, missing or defective items, complaint will be lodged by administrative in charge of respective area and further FIR (if needed) will be lodged by administration. Failing which the responsibility will lie with the outsourcing agency.
- 1.33 If any complaint towards non-payment of wages, other liabilities & statutory obligations is received by Administration, AIIMS DEOGHAR, the due amount will be paid by AIIMS DEOGHAR & same will be deducted from monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rules of Govt. Of India. Moreover penalty of 0.5% per week of monthly bill will be imposed to contractor.
- 1.34 Union Activities: Sanitation and House-keeping staff engaged by the contractor shall not take part in any staff union and association activities while on duty in the premises of the Department.
- 1.35 Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) shall be as per list enclosed in tender

form.

1.36 Bidder will provide good quality materials and chemicals manufactured by reputed company. The consumption of material / chemicals shall be regulated as per manufacturer's specifications.

1.37 Bidder will provide good quality Machinery / equipment manufactured by reputed company. Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.

1.38 For maintaining the machinery in running condition, the contractor shall carry out the AMC for the machines which he has procured for the purpose of carrying out the work from the manufactures of the machines or from a reputed agency. In case of out of order of machines alternate machines shall be made available in working conditions at site of work. The cost of Machine maintenance will be borne by the contractor.

1.39 Utmost care shall be taken to keep the noise level to the barest minimum so that no disturbance is caused to the Personnel in the Institute.

1.40 In the event of any restriction being imposed by the security agency, AIIMS, DEOGHAR, Corporation, Traffic or any other authority having jurisdiction in the area on the working or movement of labour/material, the contractor shall strictly follow such restrictions and nothing extra shall be payable to the contractor on this account.

1.41 General Security restriction are given as under:

- a) Labour huts/stay of workmen will not be allowed at site
- b) After verification of antecedents, badges will be issued to them by the contractor under the seal of the Officer In- charge or his representative. The cost of badges would be borne by the contractor.
- c) In case of the security requirements certain additional restriction can be imposed as per the requirement of the situation.
- d) The contractor shall be responsible for behavior and conduct of his workers. No person with doubtful integrity/ having bad record shall be engaged by the contractor.

1.42 The tenderer shall visit the site & examine the availability of space in detail for execution of the work and deployment of machinery. For the meetings, cultural & political activities taking place in the campus, the contractor has to ensure that the above programmers/ activities are not hindered in any manner while executing the work.

1.43 No inflammable materials shall generally be allowed to be stored at site. However reasonable quantity may be permitted for storage subject to the compliance of all rules/instructions issued by the Competent Authority and as per the direction of Administration.

1.44 The Contractor is to execute the different items of Housekeeping work for all floor for all heights & level for which nothing extra shall be paid over and above the quoted rates for different items as per price bid of quantities.

1.45 If for any reason any area is whole or part of the work is not available for work, the agreed execution area shall be suitably modified. However, under no circumstances the contractor shall be entitled to any claim of financial damages, whatsoever, on this ground and he shall reorganize his resources to suit the revised work within the stipulated time of completion.

1.46 The tender being a composite tender, will be evaluated on the basis of total cost for all the items mentioned in the price bid.

1.47 Minimum number of Sanitary Attendants to be deployed by Contractor on each day for the service shall be 150. Deployment of manpower will be as per direction of the user department. In case the Contractor fails to provide the services to the satisfaction of the department with the minimum number of manpower mentioned above, he will have to increase the manpower as per direction of the department and nothing extra will be paid on this account. The contractor may be ask to deployed their manpower & area of operation in more than one location. Contractor shall deploy adequate no. of female employee as & when instructed by the competent authority as per need.

1.48 Agency has to maintain Biometric Attendance system for all the Housekeeping Employee, proof of which has to produce regularly to AIIMS Deoghar authority.

ELIGIBILITY CRITERIA

1. Eligibility and Experience Criteria

Post qualification shall be done in the present bid, only those bidders who meet the eligibility/ experience criterion shall be considered for evaluation of technical bid. Tenderer shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bids which do not qualify as per requirement of eligibility norms shall be considered non-responsive and shall be rejected without any further evaluation.

1.1 The tenderer should have satisfactorily completed either three similar works each costing not less than ₹ 5,00,00,000/- in last 5 years Ending 31st December 2022.

OR

Two **similar works*** in each costing not less than ₹ 7,00,00,000/- in last 5 years ending 31st December, 2022.

OR

One similar work each costing not less than ₹ 10,00,00,000/- in last 5 years Ending 31st December, 2022.

1.1.1 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.

*Bidders to note that similar **work shall mean “Mechanized Cleaning”** in 500 or more bedded Hospitals under central government/autonomous body/central PSU/AIIMS of not less than 500 beds, which shall include Mechanized & Automated cleaning of buildings.

a) The average annual turnover of the bidder in the last three financial years and it should be not less than ₹ 10,00,00,000/- (Rs Ten Crore). The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover.

b) 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-conforming bids will be out rightly rejected.

c) No Joint Venture/ Consortium are allowed to participate in the Tender Process.

d) Should produce a Solvency Certificate from a reputed bank for an amount not less than ₹ 5,00,00,000/- (Rs. Five Crore). Note- the Banker should be any of the Scheduled Bank as per RBI Act.

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

f) Tenderer should enclose Certified Copies of no due certificate from Employees State Insurance Corporation and under Employee Provident Fund Office.

g) Tenderer should submit Certified Scan Copy of License from Labour Commissioner to Employ Contract labour under Contract Labour Act, if applicable.

h) Tenderer should submit Certified Scan Copy of Income Tax, PAN Card No. of the Party/ Agency/ Organization. Also latest copy of Income tax return of last three financial years.

i) Tenderer should submit Certified Scan Copy of GST Registration certificate which should be in the Name of the Tenderer with (Latest paid Challans).

j) Tenderer should submit a scan copy of work completion certificate in respect of experience require as per section 1.1 above.

k) Further that, the agency should give an undertaking on the letter head that if such a violation comes to the notice of department or any information furnished shall be found to be

untrue or false at any stage, I/We shall be liable to be disqualified and the Earnest Money accompanying the tender shall stand forfeited to the AIIMS DEOGHAR, then I/we shall be debarred for tendering in AIIMS contracts in future. Also, if such a violation comes to the notice of Institute after award of work to us, AIIMS DEOGHAR shall be free to forfeit the entire amount of Performance Guarantee.

2. TECHNO – COMMERCIAL AND PRICE EVALUATION

a) The constituted bid evaluation Committee, on behalf of the purchaser 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.

b) The price bid of only techno – commercially responsive bids shall be evaluated by the bid evaluation committee after opening of the bids.

c) 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.

- Tenders not accompanying with required information, fees and documents shall be rejected outrightly. 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.

The firms who meet the above eligibility criteria will further be evaluated based on the evaluation matrix/scoring sheet as under:-

The technical bid evaluation committee will be constituted by the AIIMS Deoghar 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. **Financial bid will be opened for only those vendors who secure at least 50% marks.**

Sl. No.	Criteria				
1	Years of experience in executing a single Mechanized Housekeeping contract in a central government/autonomous body/central PSU/AIIMS of not less than 500 beds	5 – 7 years	7-10 years	10-15 years	> 15 years
		10 marks	15 marks	20 marks	25 marks
2	Number of Housekeeping	150-300	301-400	401-500	>500

	manpower supplied against a single housekeeping contract in above type of institutions.	10 marks	15 marks	20 marks	25 marks
3	Average Annual Turn Over of the bidder for preceding three financial Year (2017-18, 2018-19, 2019-20) based on audited financial statement. (Turnover should be exclusive of GST)	5-20(Cr.)	20-40(Cr.)	40-60(Cr.)	>60(Cr.)
		10 marks	15 marks	20 marks	25 marks
4	Availability of in-house training facilities in Housekeeping, Sanitization & Maintenance services with tendering agency				
(i)	Having own in-house training facilities	10 marks			
(ii)	Having hired training facilities	5 marks			
5	Work plan presentation (Total 15 marks)	15 marks			
Total Marks		100			

Final evaluation will be done by QCBS method. Technical criteria will have 30% weightage while financial criteria will have 70% weightage.

(a) Eligibility criteria/Document to be attached

S. No.	Parameter	Required Description	Supporting Document
1.	Organizational Presence	One of the Registered Office of the Bidder must be in Jharkhand/ deceleration regarding office to be open within one month of award of LOI.	Documentary proof to be given.
2	Experience	<p>The tenderer should have satisfactorily completed either three similar works each costing not less than ₹ 5,00,00,000/- in last 5 years Ending 31st December 2021.</p> <p>OR</p> <p>Two similar works* in each costing not less than ₹ 7,00,00,000/- in last 5 years ending 31st December, 2021.</p> <p>OR</p> <p>One similar work each costing not less than ₹ 10,00,00,000/- in last 5 years Ending 31st December, 2021.</p> <p>Tenderers have to produce supporting documents/certificates in the form of Completion certificates from the clients and copies of work orders for</p>	Relevant document to be attached.

		<p>the subject work.</p> <p>Bidders to note that similar work shall mean “Mechanized Cleaning” in 500 or more bedded Hospitals under central government/autonomous body/central PSU/AIIMS of not less than 500 beds which shall include Mechanized & Automated cleaning of buildings.</p>	
3	Average Annual Turnover	The Agency should have at least Average Annual Turn Over Of Rs 10 crore during the last 3 preceding financial years.	Turn over certificates from authorized chartered accountant to be attached.
4	Legal Entity	<p>a. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered who possess the required licenses, registrations from competent authority.</p> <p>b. The Bidder shall be registered with the Income Tax, Service Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation. Relevant proof in support shall be submitted.</p> <p>d) PAN Card and Registration of firm with concerned Authority as valid legal entities.</p>	Relevant certificates/Documents from concerned authority should be attached.
5	License	<p>The Bidder must be registered under Contract Labour (Regulation & Abolition) Act 1972.</p> <p>Registration No. of the Bidder must be submitted along with the documents. Also, they must submit an undertaking of submitting the Labour License within 21 days of the award of the work.</p>	Relevant certificates/Documents from concerned authority should be attached.
6	Character Certificate	<p>Character certificate of Directors/Partners/Proprietors etc issue from DM/Police authorities not later than 06 months.</p>	Scanned copy of character certificate to be submitted.
7	Self declaration	<p>a) The service provider should not be black listed or debarred/prohibited from participating in tender process by any organization.</p> <p>b) Declaration regarding signing of bid document if signed by the representative of the bidder.</p> <p>c) Declaration regarding non working any near relatives in AIIMS Deoghar.</p> <p>d) Integrity pact as per attached format with tender document.</p>	Relevant Certificates/Documents from concerned authority should be attached.

8	Training Centre	(a) Having own in-house training facilities (b) Having hired training facilities	Documentary proof to be attached.
9	I.T Returns	I.T return for the last three financial years.	Copy of returns to be attached.
10	Nature of Organization	Name & Address of the Tenderer Organization/ Agency with phone number, email and name and telephone/mobile number of contact person. Type of the Organization Sole proprietor/Partnership firm/company/Government Department/Public Sector Organization (On Letter Head).	Relevant document to be attached.
11	Manpower Details	Details about the agency, clearly indicating details of managerial, supervisory and other staff & Officers working in the organization.	Relevant document to be attached.
12	Declaration by the bidder	“Declaration by the Bidder” (On ₹ 100 Stamp paper) as mentioned in tender document should be uploaded.	Relevant document to be attached.

F/I GeM & TENDERING
AIIMS DEOGHAR

Terms & Conditions:

1. Fees and Payments:-

In consideration of agency providing the services, as defined in this agreement, Institute shall pay to the agency at the rates prescribed BoQ which shall be valid throughout the contract period subject to the conditions that the minimum wages rates announced by CLC, GOI from time to time will be maintained.

2. Earnest Money:-

The scanned copy of Earnest money of ₹ 10,00,000/- by means of Bank Demand Draft to be attached with online bid documents. It is also clarified that the bids submitted without earnest money will be summarily rejected. The original DD prepared in the favor of “ AIIMS “Deoghar payable at Patna should reach at the office of the Faculty-In-Charge, GeM & Tendering, PTI Campus, Daburgram, Jasidih, Deoghar, Jharkhand- 814142 within one week after opening of tender.

- i. No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Deoghar in respect of any previous supply will be entertained. Bidders shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the bidders fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
- ii. Tenders without Earnest Money will be summarily rejected.
- iii. No claim shall be entertained against the AIIMS Deoghar in respect of erosion in the value or interest on the amount of EMD.
- iv. If MSME firm is registered for above service, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following document in support of exemption.
 - a) National small Industries Corporation (NSIC) certificate in relevant field.
- v. The earnest money will be returned/refund to the unsuccessful bidders after the tender is decided.
- vi. EMD will be forfeited if the selected bidder fails to make agreement with AIIMS Deoghar for said work or fails to submit performance security deposit within the stipulated time.

3. Tender Document Cost:-1500/-

4. Performance Security Deposit:-

- a) The successful bidder shall have to submit a 3% performance Security Deposit (PSD) of contract value in the form of Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank duly pledged in the name of “AIIMS DEOGHAR” within 30 days from the date of issue of Letter of Award (LOA). However, a penal interest of 15% per annum shall be charged for the delay beyond 15 days. i.e. from date of issue of LOA. In case the bidder fails to submit the requisite PG within 30 days from the date of issue of LOA, the contract shall be terminated duly forfeiting the EMD and other dues, if any, payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Deposit is mandatory.
- b) The successful bidder shall have to submit a 3% performance Security Deposit (PSD) of

contract value in the form of Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank duly pledged in the name of “AIIMS DEOGHAR” to be sent to Faculty In-Charge GeM & Tendering, AIIMS DEOGHAR, Panchayat Training Institute Daburgram, Jasidih, Deoghar, Jharkhand Pin-814142. The Performance Security Deposit shall be furnished in the form of FDR/ Bank Guarantee or performance guarantee bond as per proforma given in the tender documents.

c) Validity of the performance security shall be for a period of 60 days beyond the expiry of contract.

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 is due from it, AIIMS DEOGHAR shall without prejudice to its other rights and remedies hereunder or under the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing mentioned herein shall debar AIIMS DEOGHAR 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 exceeds the amount of the Performance Security.

2. Contract Period:-

The duration of the contract shall be *for a period of Two (02) years which may be extended for another two years (one year at a time) based on performance of the contractor or curtailed at the discretion of the Competent Authority of AIIMS, DEOGHAR.*

The period of the contract may be extended for mutually agreed period after the successful/satisfactory completion of initial contract & based on the requirement of services at that time or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of the cleaning service by the selected Company / Firm / Agency or otherwise at the discretion of the AIIMS, DEOGHAR.

However, AIIMS DEOGHAR reserves the right to terminate this contract without assigning any reason thereof at any time after giving one-month notice to the selected service providing Company/ Firm / Agency. However, the agency will have no option to withdraw from the contract on his own during the contract period.

3. Validity of the bids:

The bids shall be valid for a period of 180 days from the date of opening of the tender.

In exceptional cases, the tenderers may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by e-mail followed by surface mail. The tenderers, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender.

4. Right of Acceptance: -

AIIMS, DEOGHAR reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, DEOGHAR also reserves the right to reject any bid which in its opinion is non-responsive/not-viable or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have

their tenders rejected out-rightly.

5. **Late Tender:** There is NO PROVISION of uploading late tender beyond stipulated date & time in the e-tendering system.

6. **Clarification of Offers:** -

To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

To assist in the scrutiny, evaluation and comparison of Tenders, AIIMS DEOGHAR may, at its discretion, ask some or all Tenderer for technical clarification of their Tender. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the AIIMS, at its discretion, may ask for any technical clarification to be submitted by means of email by the Tenderer. In such cases, original copy of the document describing the technical clarifications must be sent to the AIIMS by means of courier/in person/and, if required. AIIMS officials may visit the site of the bidder where he is providing as a contractor mechanized housekeeping services.

7. **Rights of the AIIMS DEOGHAR:**

d) The AIIMS DEOGHAR reserves the right to increase/ reduce the scope of work mentioned this Tender. In case of item rate contract, AIIMS DEOGHAR 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.

e) 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 AIIMS DEOGHAR shall be final and bindings on all Parties.

8. **Terms of payment:** -

Monthly bills for reimbursement may be submitted in triplicate, along with attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only for personnel deployed at AIIMS DEOGHAR. Printout of the banking transaction is to be submitted to the AIIMS along with Biometric attendance the monthly wage bill for payment & also submitted satisfactory work completion report in every month by the contractor at the end of every month. Any other related documents, if asked for, will have to be submitted before the competent Authority of AIIMS, DEOGHAR. It may be noted that under the provision of the Indian Income Tax Act and other statutory Tax, AIIMS DEOGHAR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

The payment shall be made for actual area/quantity covered for cleaning duly certified by competent authority of AIIMS DEOGHAR per month basis as per tender terms and conditions on certification by the users. *No separate payment will be made for consumables. The supply of the consumable will be the responsibility of the contractor. The brands and the type of the consumable will be strictly followed as per the details mentioned in the bid document however any change in the item and brand required will be approved by the competent authority of AIIMS Deoghar.*

The bidder/contractor will ensure the he/she pays minimum wages including overtime pay (as per Minimum Wages Act and as per Govt. of India notification from time to time) to all his/her employees at all times along with statutory obligations like EPF, ESI etc. as mentioned in the

tender document. A certificate/self-declaration with regard to the payment made to labourers/workers engaged in work on each time has to be furnished by the contractor along with the next bill submitted. While submitting the bill, the same have to be attached with the bill.

Bidder should quote the rates taking into consideration the Minimum wages & rates of materials for another 2 years. No any other charges shall be payable.

If the contractor fails to pay the wages to the security Personnel within first week of consecutive month without waiting of the release of payment from the institute, a penalty of 0.05% of wages per person per day of delay will be imposed on the contractor. The amount of penalty will be deducted from the consecutive months billed amount of the contractor.

9. Right to call upon information regarding status of contract:-

The Institute will have the right to call upon information regarding status of contract, statutory/legal compliances at any point of time and the Agency will be obligated to provide the same to the complete satisfaction of the Institute within 48 hours of being called upon to do so.

10. Laws / Acts /Statutory provisions : -

a) The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Gratuity, ESI etc. relating to personnel deployed by it at the premises of the Institute or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by 07th of every month without fail and irrespective of any delay for whatever reason in settlement of its bill by the Administrative Department, at AIIMS, DEOGHAR and without deducting any commission except that for PF & ESI, from the wages paid by the AIIMS, DEOGHAR. The agency is required to pay the monthly wages to its workers through online/net banking only directly to the saving bank accounts of all the workers. The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to the following and their re-enactments/ amendments/modifications:-

- (a) The Minimum Wages Act 1948
- (b) The Employees Provident Fund & Misc. Provision Act, 1952
- (c) The Contract Labour (Regulation & Abolition) Act, 1970
- (d) The Payment of Gratuity Act, 1972
- (e) The Employees State Insurance Act, 1948
- (f) The Child Labour (Prohibition and Regulation) Act, 1986
- (g) The Pradhan Mantri Rojgar Protshan Yojana
- (h) The payment of Bonus Act.

f) The Agency shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The Agency shall keep the Institute fully indemnified against liability of tax, interest, penalty and any other legal liability etc. of the Agency in respect thereof, which may arise. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.

11. Penalties :-

In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and condition of the contract, the hospital reserves the right to impose the penalty as detailed below:

Offence	Penalties (In Rupees)
Not found displaying photo ID	100/- per instance.
Worker not in proper Uniform	500/- per instance.
Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	1000/- with removal of the offender
Unsatisfactory performance	*Individual Complaint: 1000/- per instance *Adverse report by ad hoc Committee for inspection: 5000/- per instance *Adverse Monthly report: 10,000/- per report
Machine out of order/deploying lesser no. of machines	2000/- per machine per day
Wrong/Improper chemical	5000/- per instance
Absenteeism/Under deployed	1000/- per instance
Complaints are not registered or not redressed	500/- per instance
Absence of personal protective gears	200/- per instance
For any other breach, violation or contravention of any terms and conditions	Rupees 5000/- will be imposed per day
In case the services remain consistently unsatisfactory for a period of more than 2 weeks	Penalty of 5% of the annual contract value will be imposed

- **Incident/Complaint register should be maintain by contractor/agency. The incident register will be verified by AIIMS Deoghar authority.**
- 2% of cost of order/agreement (Annual cost to Hospital as quoted in tender) per week, up to 2 weeks delays for non-execution of contract after award of work.
- During the interim period of award of work and taking over of contracted work by the successful bidder, the on-going system by earlier service provider will continue.
- In case of default/cessation of work by the service provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market and any excess amount payable arising thereof will be the liability of the defaulting Service Provider.
- Equipment uptime should be 100%. The bidder should keep adequate spare equipment in stock to maintain the 100% uptime.
- The amount payable for the preceding month will only be released after certification of satisfactory performance by the authorized officer. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security than the bidder will have to deposit the corresponding amount before release of further payments.
- In case of any damage/loss/theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.
- 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.

- It is mandatory that the supervisor 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 ₹1000/- per instance will be charged.
- 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 Sr. Sanitation officer/Administrative Officer.

12. Breach of Contract:-

- a) If the agency fails to fulfil any of the terms and conditions of this agreement, including its annexures and schedules, or if the working or service of the Agency is found to be defective/unsatisfactory, the agency will be deemed to be in breach of the contract. In case of breach of contract, the Institute, at its discretion, will have the right to either impose penalty up to 10% of the Total Annual Value of contract for each such violation or to cancel the contract forthwith and arrange to procure similar service from any other source available, at the risk and cost of the Agency. In event of cancellation due to breach of contract, the performance security deposit shall stand forfeited.
- b) The Agency will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.

13. Inspection of Site and Sufficiency of Tender: -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. The tenderer shall be deemed to have satisfied themselves 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. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

14. Corrupt or Fraudulent Practices:

AIIMS, DEOGHAR requisite the contractors under this tender to observe the highest standards of ethics during the procurement and execution of such Contracts, in pursuance of this policy, AIIMS, DEOGHAR defines for the purposes of this provision, the terms set forth as follows:

- a) 'Corrupt practice' means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution, and
- b) 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of AIIMS DEOGHAR, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive AIIMS DEOGHAR of the benefits of the free and open competition.

AIIMS DEOGHAR will reject a proposal for award if it determines that the contractor has engaged in corrupt or fraudulent practices in competing for the contract in question. AIIMS

DEOGHAR will hold the contractor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the contractor has engaged in corrupt and fraudulent practices in competing for, or in execution of the contract.

15. Manner of Opening of Tender: - The Tender received on CPP will be opened in the office as mentioned in the Tender Notice (as far as Possible). The tenders will be opened in the presence of Tenderers or their authorized representatives who choose to remain present.

16. Process to be Confidential: - Information relating to the examination, clarification, evaluation and comparison of Tenders and the award of a Contract shall not be disclosed to Tenderers or any other person not officially concerned with such process until the award of the tender has been announced.

17. Preliminary Scrutiny:

AIIMS, DEOGHAR will scrutinize the Tender for completion, devoid of errors, furnishing of required documents, whether the documents have been properly signed, and whether the Tenders are generally in order. The AIIMS DEOGHAR will also determine the substantial responsiveness of the Tender. For purpose of these clauses, a substantially responsive. Tender is one that confirms to all the terms and conditions of the Tender Documents without material deviations. The AIIMS DEOGHAR's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

A Tender determined as not substantially responsive will be rejected by AIIMS DEOGHAR and may not subsequently be made responsive by the Tenderer by correction of the non- conformity.

18. Licenses: - Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of AIIMS, DEOGHAR 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 PSD is liable to be forfeited.

19. Subletting of contract:-

The contract is not transferable. The firm shall not assign or sublet the contract or any part of it to any other person or party. The contract will be terminated if the contractor sublets it and PSD will be forfeited.

20. Termination:-

a) The Institute, may at its discretion, foreclose or curtail the agreed period of this agreement, without assigning any reason thereof, by giving one month's notice in writing, to the Agency.

b) If at any stage, the involvement of the Agency or any person employed by it or any other person who does or is deemed to represent the Agency, is found to have been indulged in any uncalled for activity/strike, etc. inside or outside the premises of the Institute, which may bring disrepute to the Institute, the contract is liable to be terminated by the Institute with or without one month's notice, at the discretion of the Executive Director & CEO of the Institute, at the risk and cost of the Agency. The Institute, in such an eventuality, will be entitled to make good any losses suffered by it out of the performance security deposit submitted by the Agency. The decision of the Institute regarding indulgence of the Agency or its employees/representatives in such act will be final and binding on the Agency.

21. Review & Termination:

a) It may be noted that quality of Housekeeping service and operations as per Annexures are the essence of the Contract. If at any time it is seen that poor quality of cleaning work continues for a period of 15 days, the contract may be terminated. AIIMS, DEOGHAR would periodically draw swab samples from the areas allotted to the contractor to check sterility & cleanliness.

b) AIIMS DEOGHAR has the absolute right to terminate the contract at any time by giving one month notice in writing without assigning any reason whatsoever and Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/ company as a result of such termination of contract

22. Force Majeure:

a) Neither the Agency nor the Institute shall be considered in breach of this Contract to the extent that performance of their respective obligations is prevented by an event of Force Majeure that arises after the effective Date.

b) The Party (the "Affected Party") prevented from carrying out its obligations hereunder shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the Affected Party.

c) If and to the extent that the Agency is prevented from executing the Services by the event of Force Majeure, while the Agency is so prevented it shall be relieved of its obligations to provide the services but shall endeavor to continue to perform its obligations under the contract so far as reasonably practicable and in accordance with Good Operating Practices.

d) The Agency shall not be entitled to payment of the Monthly Charge for the period of interruption caused by the event of Force Majeure.

e) Irrespective of any exemption of performance granted under this clause, if an event of Force Majeure occurs and its effect continues for a period of [21] days, either party may give to the other a notice of termination. If the Institute is paying fee during Force Majeure, then Agency should not have a termination right, as it is being paid, which shall take effect [7] days after the giving of the notice. If, at the end of the [7] - day period, the effect of the Force Majeure continues, the contract shall terminate.

23. Hygiene Standards for the Staff

a) The employees should be in proper uniform at the time of work.

b) They should be presentable in appearance i.e. well cut and groomed hair, properly combed, shaved etc.

c) 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.

d) To be maintained as defined at Annexure-'D'

e) The contractor will be responsible for damage/accident of staff deployed by him in the premises.

24. Indemnity :-

a) The Agency shall indemnify the Institute from, and defend and hold the Institute harmless from and against, any losses suffered, incurred or sustained by the Agency or to which the Agency becomes subject, resulting from or arising out of any third party claim:

- i. due to negligence in performance of the Services provided by the Agency;
- ii. relating to the failure by the Agency to obtain, maintain or comply with the Statutory provisions, Consents, and Governmental Approvals;
- iii. relating to personal injury (including death) or property loss or damage to the extent caused by the Agency or due to its employees' acts or omissions;

b) The Agency shall also be responsible for obtaining workman's compensation insurance of its personnel. In case of death, disability or any injury caused to them due to any accident in the premises of the Institute, during working hour or otherwise, the Institute shall not be liable

to pay any compensation to the person or his/her dependents in this regard. In case any financial liability devolves upon the Institute under any present or future act, law or court order, the same shall be recoverable from the Agency.

c) There may be certain cases where negligence on the part of the Agency or the Institute for accident in the premises of the Institute causing death, disability or injury to its personnel cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by the Institute which will be final and binding upon the agency.

d) All the workers providing the services under this Agreement shall be employees of the Agency and the Institute shall not have an employer-employee relationship with the employees of the Agency. The Agency undertakes to keep the Institute indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the Agency and the Institute is purely contractual and the Institute is not responsible/liable for the employees and for staff of the Agency.

e) The Agency shall undertake that any act of omission or commission including theft, by its staff shall be its sole responsibility and further that it would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.

f) The Institute shall not be a party in case any dispute takes place between the Agency and his employees.

25. Representation and warranties:-

The agency represents and warrants that

a) It has all requisite competence and expertise to execute, deliver and perform its obligations under this Agreement;

b) The execution, delivery and performance of this Agreement by the Agency (a) has been duly authorized by all its owners/partners (if any), and (ii) will not conflict with, result in a breach of or constitute a default under any other agreement to which the Agency is a party or by which the Agency is bound;

c) The agency is duly licensed, authorized or qualified to do such business and are in good standing in every jurisdiction in which a license, authorization or qualification is required for the transaction of business of the character transacted by them, except where the failure to be so licensed, authorized, or qualified would not have a material adverse effect on its ability to fulfill any of the its obligations under this Agreement;

d) The agency is in compliance with all Laws applicable to it for delivery of the proposed services and it has obtained all applicable permits and licenses required of it in connection with its obligations under this Agreement;

e) The performance of Services shall be in accordance with the Service Levels and meet the highest professional standards.

26. Manpower Regulations:

a) The conduct/characters/antecedents and proper behavior of the workers in the Institute shall be the sole responsibility of the Agency. The Agency should provide the necessary details of all its employees (permanent, temporary, casual) to the Institute.

b) The Agency shall only employ in its service such persons whose antecedents have been verified by the police and who have also been medically examined at the Agency's own cost and to the satisfaction of the Institute. The Agency shall be required to give an undertaking to the Institute to this effect. **Employment of minors is strictly prohibited.**

c) The Agency shall register all its employees who will be working in the Institute's premises indicating name, age, home address, qualifications, etc, and would intimate at administration section and Security Officer, as and when any change takes place.

d) The Agency shall ensure that the person deployed are disciplined and well behaved in

office premises, and do not indulge in consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.

e) Notwithstanding anything contained in the above clauses, if any employee/staff member of the Agency in the opinion of AIIMS DEOGHAR, is not rendering proper service or is otherwise guilty of any misdemeanor or is found otherwise undesirable, the Agency shall forthwith remove that person from AIIMS DEOGHAR Campus, with immediate effect and replace him with a suitable person.

f) The process of selection, Training and deployment of staff of agency will be his sole responsibility.

27. Legal Jurisdiction:-

The agreement shall be deemed to have been concluded in DEOGHAR, Jharkhand and all obligations here under shall be deemed to be located at DEOGHAR, and Court within DEOGHAR/Jharkhand, will have Jurisdiction to the exclusion of other courts.

28. Amendment to the Contract:-

a) The Institute reserves the right to amend the scope and value of the contract.

b) For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the Agency of the grounds for the same.

29. Interpretation: -

Any dispute regarding the interpretation of this Agreement shall be submitted to the Executive Director & CEO, AIIMS DEOGHAR for consideration. The decision on such dispute by the Executive Director & CEO, AIIMS, DEOGHAR shall be final and binding on both parties.

30. Option Clause/ Tolerance Clause:

a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 50%, the services mentioned in the schedule (s) (rounded off to-next whole number) without any change in the unit price and other terms & conditions quoted by the bidder.

b) If the quantity has not been increased at the time of the awarding the contract, the purchaser reserves the right to increase by 25% to 30%, the services mentioned in the contract (rounded off to next whole number) without any change in the unit price and other terms & conditions mentioned in the contract, during the currency of the contract.

31. Contractors responsibilities:

a) Material cost & outgoing: All expenses incidental to performance of duties under the contract, including but not limited to the cost of all accommodation, material for housekeeping, labour wages, setting up of infrastructure, recruitment of staff, maintenance of equipment, and any other expenditure incidental to the contract including fuels, shall be borne by the Contractor.

b) The Operator shall employ skilled, semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and 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 three sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

d) The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act. Minimum Wages and (Contract Labour (Regulation & Abolition Act. 1970). EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour Department.

e) The Contractor shall be liable and responsible to provide all the benefits viz. Provident

Fund, ESI, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount contribution should be deposited with the respective PF authorities within seven day of close of every month. Particulars of the employees engaged for the sanitation works, is required to be submitted to the Department. In any eventuality, if the contractor fails to remit employee/employer's contribution towards PF subscription/salary etc. within the stipulated time, the department is entitled to recover the equal amount from any money due or accrued to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor pay to the staff.

32. Award of Contract

The Institute will award the contract to the bidder whose bid has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

i) Not with standing the above, the Institute reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

ii) The bidder whose bid is accepted will be notified of the award of contract by the Institute prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

33. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.

The Bidder has to comply all the provisions of the labour laws and all other applicable rules/regulation/laws. The contract will be awarded to the bidder who has quoted the lowest service charge in compliance of all tender conditions.

In the event that two or more Bidders quote the same lowest rates, (the "Tie Bidders"), AIIMS, Deoghar shall Select Bidders who has more marks on technical evaluation as per TABLE-A in the event of equal marks in technical evaluation and same lowest rate, the lottery may done to select the L1 Bidder.

F/I GeM & TENDERING
AIIMS DEOGHAR

ALL INDIA INSTITUTE OF MEDICAL SCIENCE, DEOGHAR

Score Report for Monthly Payment

Score Report for the Month of _____

Name of Work Place _____

Sl.No.	Date	Cleaning of Floor	Cleaning of Wall, Doors, Windows	Cleaning of Table, Beds, Instruments, etc	Dress code/ Attitude	Work carried by workers	Aggregated
Total		20	20	20	20	20	100
1	Day by day						
Total Score = AVERAGE score for the month/Total Working Days.							

Note:-

- All unit of AIIMS, DEOGHAR Designated by Hospital In-charge/Administration will use the same score card.
- Average score of every unit is same thus total average of all units will be taken for final consideration.
- The outcome of the average percentages score will be considered as a figure / data for the final payment for that month.
- Minimum payment will be made up to 98%.
- Suppose in a given month, total average score of all units is derived as 98% or less, then, the payment to successful bidder will be 98% of their quoted figure.

FORM "B"
SOLVANCY CERTIFICATE

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s..... having marginally noted address, a customer of our bank are / is respectable and can be treated as good for any engagement up to a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE:

- (1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.
 - (2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.
-

FORM “C”

STRUCTURE & ORGANISATION

1. Name of address of the bidder
 2. Telephone no. /e-mail id.
 3. Legal status of the bidder (attach copies of original document defining the legal status)
 - (a) An individual
 - (b) A proprietary firm
 - (c) A firm in partnership
 - (d) A limited company or Corporation
 4. Particulars of registration with various Government Bodies (attach attested photocopy)
Organization/Place of registration.
 5. Name and titles of Executive Director & CEOs & Officers with designation to be concerned with this work.
 6. Designation of individuals authorized to act for the organization
 7. Was the bidder ever required to suspend work for a period of more than six months continuously after the commenced the work? If so, give the name of the project and reasons of suspension of work.
 8. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
 9. Has the bidder or any constituent partner in case of partnership firm, ever been debarred / black listed for tendering in any organization at any time? If so, give details
 10. Has the bidder or any constituent partner in case of partnership firm, ever been convicted by the court of law? If so, give details.
 11. In which field of Civil Engineering construction the bidder has specialization and interest?
 12. Any other information considered necessary but not included above.
-

FORM“D”

DETAILS OF TECHNICAL, ADMINISTRATIVE PERSONNEL MAN POWER TO BE EMPLOYED FOR THE WORK

S.No.	Designation	Number available for this work	Qualifications	Professional experience	Remarks
1	2	3	4	5	6
1	Sanitary Supervisor		Graduate	05 years in Supervision of sanitation in a recognized hospital or Institute.	<p>i. Total requirement of sanitary attendants for a hospital- One Sanitary Attendant for two hospital beds (It takes into account the total manpower requirement of entire hospital premises for all three shifts including personnel for reliver duty and leave reserve).</p> <p>ii. One Sanitary Supervisor for 12-15 Sanitary Attendants.</p> <p>iii. One plumber should be physically available at all times depending upon the size of the healthcare organization.</p>
2	Sanitary Attendant		10th pass	skill development course in housekeeping/sanitation or in house structured training programme or its equivalent.	
3	Machine Operator		10th pass	suitable training in machine operation.	
4	Store Keeper		Graduate	03 year in managing stores in a recognized hospital or institute.	
5	Plumber		10th Pass with vocational training course in plumbing		

Signature of Bidder (s)

FORM "E"

DETAILS OF MECHANIZED & AUTOMATED CLEANING AND EQUIPMENT LIKELY TO BE USED IN CARRYING OUT THE WORK

S.No.	Name of Equipment	Nos.	Capacity of type	Ownership status		
				Presently owned	Leased	To be purchased
1	2	3	4	7	8	9
1	Automatic scrubber driver	4				
2	Single Disc scrubber machine	5				
3	High pressure machine	4				
4	Water Wet & Dry Vacuum Cleaner	5				
5	Ride on road sweeper	2				
6	Steam Cleaning machine	3				
7	Ride on scrubber driver	2				
8	Walk behind Scrubber	1				
9	Multi Use Trolleys/Bucket Carrying Trolleys	As per requirement				
10	Other Equipment {Please specify as per requirement (attach separate list)}					

Note: -

1. Nos. of Machine which is shown above is totally tentative which will be increase/decrease as per the requirement of Administration, AIIMS DEOGHAR at any stage of contract Period.

2. If any other equipment will required in future for execution of work which shall be provided by the contractor.

3. Bidder will provide good quality machinery/ equipment manufactured by reputed company. Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.

4. All the machineries/equipment should comply make in India guidelines of Govt. of India.

5. Before deploying the machine/equipment, its operational condition will be examine by the AIIMS Deoghar authority.

Signature of Bidder (s)

Declaration by the Bidder:

(On ₹ 100 Stamp Paper)

1. I am authorized signatory of the agency/firm and am competent to sign this declaration and execute this tender document.
2. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law
3. I/We have downloaded the tender from the CPP Portal and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS DEOGHAR and/or prosecuted as per laws.
4. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.
5. I/We further undertake that none of the Proprietor/Partners/Executive Director & CEOs of the Agency/agency was or is Proprietor or Partner or Executive Director & CEO of the Agency with whom the Government have banned/suspended/blacklisted business dealings. I/We further undertake to report to the Faculty-in-Charge Tendering, AIIMS, DEOGHAR immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Executive Director & CEOs are Proprietor or Partner or Executive Director & CEO of such an Agency which is banned/suspended in future during the currency of the Contract with you.
6. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

Date:.....

Seal :

Address:

(Signature of Bidder with seal)

Name :

It should be uploaded on letter head.

EMD Declaration Form

Date:

To,
The Executive Director & CEO
AIIMS DEOGHAR, Jharkhand

Ref: TENDER no. _____

Dear Sir,

I/We accept that I/We may be disqualified/debarred from bidding for any contract with you for a period of three years from the date of notification, if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended from the tender, my/our Bid during the period of bid validity specified in the NIT; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
- i. fail or refuse to execute the contract, if required, or
- ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

The validity of this declaration will remain till the announcement of the name of the successful Bidder & if, I am/we are not the successful Bidder.

Yours faithfully,

Place:

(Signature of Bidder with seal)

Name of Bidder :

Seal :

Address :

Important Points to be noted by the Tenderer:-

1. The Sanitary staff will be considered under the Un-skilled 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 & other charges etc. of the agency.
2. ASSIGNMENT OF CONTRACT, ALTERATION IN FIRM: Except where otherwise provided by the Contract, the Contractor shall not subcontract any part of the Contract.
3. The AIIMS will reject a proposal for award if it determines that the Contractor has engaged in corrupt or fraudulent practices in competing for the Contract in question. The AIIMS will hold the Contractor ineligible, either indefinitely or for a stated period of time, to be awarded a Contract if it at any time determines that the Contractor has engaged in corrupt and fraudulent practices in competing for, or in execution of the Contract.
4. 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.
5. MODE OF SERVING NOTICE: Communications between Parties which are referred to in the contract are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act.) Subject to as otherwise provided in this Contract, all notices to be issued on behalf of the AIIMS and all other actions to be taken on its behalf may be given or taken by the Competent Authority. If sent by registered post to the last known place or abode or business of the Contractor, it shall be deemed to have been served on the date when in the ordinary course of post these would have been served on or delivered to it.
6. PUBLICITY: Any publicity by the Contractor in which the name of the AIIMS is to be used should be done only with the explicit written permission of the AIIMS.
7. GOVERNING LANGUAGE: Governing language for the entire contract and communications thereof shall be in English only.
8. LAW: The Contract shall be governed and construed in accordance with the law in India.
9. 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 Jharkhand/DEOGHAR which shall have exclusive jurisdiction to the exclusion of any outside court.
10. STAMP DUTY: The Contractor shall bear and pay any stamp duty and registration charges of the Contract.

11. JOINT VENTURE: Joint venture/consortium not allowed.

12. The bidder will also have to make a detailed presentation as part of technical evaluation regarding the execution of work, with emphasis on the personnel to be deployed, their distribution, equipment and its utilization, consumables and chemicals to be used, training programs, Standard operating procedures and reporting mechanisms to assess quality of work.

13. Material cost & outgoing:- The cost of all accommodation, material for sweeping/cleaning, labour wages, setting up the said infrastructure, recruitment of staff, maintenance of equipment and any other expenses including fuels, any taxes, local wise required by the Service Provider for the purpose of this contract shall be borne by the Service Provider.

14. The bidder shall procure the consumables/chemical/detergents/disposable/disinfectants and other store related to sanitation & housekeeping. The Service Provider shall use eco-friendly and ISI marked detergents, chemicals, consumables. AIIMS shall have the discretion regarding the quality and quantity of stores. The proper record of such store shall be maintained by the store keeper of the Service Provider. The authorized representatives of AIIMS can carry out surprise checks of the stores without any prior intimation.

15. Reports to be submitted by the service provider for quality assurance:-

- (i) A daily report of personnel on duty in all shifts.
- (ii) A daily report of the status of the equipment and its utilization.
- (iii) A daily report of the washing undertaken.
- (iv) A daily report of the chemicals and the consumables used.
- (v) A daily report of the general sanitation from the Sanitation Officer or any other officer deputed for the purpose.
- (vi) A monthly feedback report from the user areas as based on Turnaround time (TAT) and Key Performance Indicators (KPI).
- (vii) Any other reporting mechanism as desired by the Institute from time to time.

16. COMPLAINT REPORTING MECHANISM:-

- (i) The bidder will maintain a centralized complaint reporting and redressal control room which will be equipped with landline and mobile telephone and an operator with computer.
- (ii) The bidder will circulate and also display the scope of work and the address and telephone numbers of the centralized complaint and redressal room in a laminated format in all the areas covered under the scope of work. In case of loss these have to be immediately replaced.

17. 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, including character and police verification and other formalities. The contractor shall be fully responsible for the conduct of his staff.

18. The Contractor shall:

- a) Ensure Animal (quadrupeds), honey bee, bats, bees, pigeon, flies free environment in the premises of AIIMS, Deoghar.
- b) 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 honeybees.
- c) All the honey collected from AIIMS, Deoghar Campus shall be handed over to AIIMS,

Deoghar Administration by the Contractor with proper record.

- d) Ensure that their managers/supervisors are equipped with mobile phones.
- e) Arrange for a garbage disposal vehicle, and other equipments required for segregation and disposal of waste in a professional manner to designated place as ear marked by the district administration.
- f) Provide Hospital Waste management services when applicable including all equipment, containers, trolleys etc.
- g) Plan: manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The contractor will arrange for 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 house keeping staff.

19. The tenderer should submit an undertaking on their letter head that “in case of any complaints towards non-payment of wages, other liabilities & statutory obligations, AIIMS Deoghar may make payment directly to employees & same will be deducted from the monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India.

20. SHIFT & SHIFT TIMINGS:

- 1st Shift : 6.00 am to 2.00 pm.
- 2nd Shift : 2.00 pm to 10.00 pm.
- 3rd Shift : 10.00 pm to 6.00 am.
- General Shift : 9.00 am to 5.00 pm.

20 (a) The contractor should have backup pool of manpower which may be deployed in case of any emergency.

21. Bidder shall immediately submit the area wise deployment plan of workers to the Officer in charge Sanitation.

22. Bidder should prepare a schedule plan for deploying scrubbing and other machines in consultation with designated/Nodal Officer of the respective area.

23. Bidder shall ensure that the Area Incharge on duty is informed about any deficiency of manpower area wise with in ½ hour of reporting time of shift in all the three shifts.

24. Bidder will provide a copy of job responsibility to all workers on date of commencement of contract.

25. If any complaint of misbehavior and misconduct by personnel of the service provider comes into knowledge of the Institute authorities then responsibility for all such activities shall be of the service provider and any loss owing to negligence or mishandling by the personnel employed by the service provider, the service provider shall himself be responsible to make good for the losses so suffered by the Institute. It is duty of contractor to provide Police Verification certificate of all manpower employed.

26. The service provider shall be responsible for all acts of omission/commission in the institute by their employees during the course of discharge of their duties at the AIIMS, New Delhi will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.

27. The service provider will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Institute premises is considered undesirable by the authorities.

28. Utmost care shall be taken to keep the noise level to the barest minimum so that no disturbance as far as possible is caused to the resident/guests/patients of the residential/hospital area. No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may be permitted subject to the compliance of all rules / instructions issued by the competent authorities and as per the direction of Engineer- in-Charge.

29. The Service Provider shall work in close coordination with officials working in various capacities, including staff of Hospital etc. and modify working schedule if required as per users convenience. No claim whatsoever on this account shall be entailed.

30. The Service Provider shall give due notice to municipality, police and/or other authorities that may be required under the law/rules under force & obtain all requisite licenses for temporary obstructions/enclosures and pay all charges which may be leviable on account of his execution of the work under the agreement. Nothing extra shall be paid on this account.

31. Service Provider 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.

32. Department shall not be responsible for any loss of machines/material used by the Service Provider at site.

33. It will be the responsibility of the contractor to provide the uniform (including shoes), winter wear raincoat of distinct color and design as approved by the hospital authority and ensure compliance.

ANNEXURE - C

DOCUMENTS TO BE ATTACHED WITH THE TECHNICAL BID

The following documents are required to be uploaded by the Bidder along with Technical Bid as per the tender document:-

1. Declaration for EMD (Annexure III) on letterhead.
2. Name & Address of the Tenderer Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).
3. Nature of the Organization Sole proprietor/Partnership firm/company/Government Department/Public Sector Organization (On Letter Head).
4. Power of Attorney Authorization for the signing the Bid documents in case of Partnership authorizing firm or a company or a Government Department or a Public Sector Organization.
5. From A to H should submit with relevant documents.
6. Details about the agency, clearly indicating details of managerial, supervisory and other staff. Also state the number of muster roll staff available for performing the proposed work.
7. **Should be registered with relevant labour licensing authority. A copy of valid Labour license should be enclosed.**
8. **Bidder should have a valid License CLC/RLC of Jharkahnd**, if yes please provide the copy of License. If not, than undertaking (on letter head) for providing the same within 30 days from the award of work.
9. Copy of Employee's Provident Fund (EPF) registration should be submitted.
10. Copy of Employee's State Insurance (ESIC) registration should be submitted.
11. Copy of GST Registration certificate should be submitted.
12. Copy of PAN card should be submitted.
13. Copies of Income Tax returns for last three financial years (2018-2019, 2019-2020,2020-2021) should be enclosed.
14. Annual Turnover of bidder in each of the last three year must not be less than ₹ 10.00 Cr.
15. Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three financial years. (2018-2019, 2019- 2020,2020-21) should be attached with bid.
16. "Declaration by the Bidder" (On ₹ 100 Stamp paper) as mentioned in tender document should be uploaded.
17. Duly filled Form – I to Form – VIII with supporting documents.
18. The tenderer should submit an undertaking on their letter head that "in case of any complaints towards non-payment of wages, other liabilities & statutory obligations, AIIMS DEOGHAR may make payment directly to employees & same will be deducted from the monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India.

PRICE BID

Price Bid in the form of BOQ_XXXX.xls.

SCHEDULE “A”

SCOPE OF WORK

Housekeeping is a support service department in a hospital, which is responsible for cleanliness, maintenance & aesthetic upkeep of patient care areas, public areas and staff areas. Housekeeping services in a hospital is entrusted with maintaining a hygienic and clean hospital environment conducive to patient care. The hospital housekeeping services comprises of the activities related to cleanliness, maintenance of hospital environment and good sanitation services for keeping premises free from pollution.

1. Cleaning Schedules:

The hospital areas shall be categorized in the following:

High Risk areas	Moderate risk areas	Low risk areas
Operation theatre units including recovery area – Major& minor	Medical and allied wards	Departmental areas/office areas
Intensive care units/Cardiac care units/Neonatal ICU etc.	Laboratory areas & radio diagnosis area	Outpatient department
High dependency units	Blood bank	Non sterile supply areas
Emergency department/casualty	Pharmacies	Libraries
Labour room	Dietary services	Meeting Rooms
Post-operative units	Laundry services	Medical records section
Surgical wards	Mortuary	Stores section
Central sterile supply department / Theatre sterile supply unit	Nurses/ Doctors restrooms	Manifold services/room
Radiation Treatment Areas	Rehabilitation Areas	Telephone rooms, electrical, mechanical, External surroundings
Chemotherapy, wards & Daycare	Psychiatric wards	Staff areas
Renal Dialysis		Waiting areas
Burn Units	Solid waste complex	Lift lobby
Isolation wards/rooms & attached internal areas like bathrooms/toilets		Corridors and circulating areas canteens, parking zones
Biomedical waste collection areas/rooms		Residential Area/Hostel Area/Roads & walking area inside the campus.

Sl. No	Type of Area	Standard Cleaning procedure	Frequency of cleaning
1	High Risk areas	Annexure- D1	Annexure- E1
2	Moderate Risk Area	Annexure- D1	Annexure- E1
3	Low Risk areas	Annexure- D1	Annexure- E1
4	Dirty Utility Room	Annexure- D2	Annexure- E1
5	Toilets Cleaning	Annexure- D10	Annexure- E1
6	Corridor Cleaning	Annexure-D3	Annexure- E1
7	Elevator Cleaning	Annexure-D4	Annexure- E1
8	Staircases	Annexure- D5	Annexure- E1
9	Window Cleaning	Annexure- D6	Annexure- E1
10	Consultant Room/ Faculty Room with attached toilet	Annexure- D7	Annexure- E1
11	Operation Room/OT	Annexure- D8	Annexure- E1
12	ICU's	Annexure- D9	Annexure- E1
13	OUTER AREA	Annexure- D10	Annexure- E1
14	STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREA	Annexure- D11	Annexure- E1

N.B : There shall be zero tolerance for dust and dirt in the Institute. The contractor is required to maintain very high standards of sanitation.

Annexure- D 1

Cleaning frequency, level of cleaning/disinfection and evaluation/auditing frequency according to the type of functional area risk category

Functional Area Risk Category	Frequency of cleaning	Level of cleaning/disinfection	Method of cleaning/Disinfection (29)	Evaluation/auditing frequency
High risk areas	Once in two hours and spot cleaning as required	Cleaning and Intermediate level disinfection	Cleaning with soap & detergent plus disinfection with alcohol compound, aldehyde compounds (Formaldehyde,	Weekly or monthly if cleanliness of high standards is maintained as certified by Officer I/C Sanitation and Infection Control Team
Moderate risk areas	Once in four hours and spot cleaning as required	Cleaning and low level disinfection	Cleaning with soap & detergent plus disinfection with aldehyde compounds	Once in a month or once in two months if cleanliness of high standards is maintained as certified by Officer I/C Sanitation and Infection Control Team
Low risk areas	For areas working round the clock at least once in a shift or in areas having general shift at least twice in the shift & Spot cleaning as required	Only cleaning	Physical removal of soil, dust or foreign material followed by cleaning with water and detergent	Once in three months

SOP FOR CLEANING OF SETTING OF DIRTY UTILITY ROOM

Objective: To set up and maintain hygiene standards in Dirty Utility Room.

<u>PUNCTURE PROOF CONTAINER</u>	<u>BLUE</u>	<u>YELLOW ANATOMICAL & PATHO-LOGICAL</u>
SHARPS, Used, Blades Needles, Scalpels, Broken Glass etc.	Infected, Non-Infected Plastic, IV Sets, Gloves, Tubing's, Micro- biological Waste, Catheters Urine/ Stool, Container, Urobags, Vacutainers etc.	waste, Cotton Gauze, Linen, Contaminated with blood or other body Fluids: Cytotoxic drugs

Description:

1. Three different bins (Red, Yellow, Blue, Black) lined with colour-coded bags are used for the segregation of wastes depending on the type of waste generated in an area. The bags have to be arranged by the contractor.
 2. The garbage bags from areas of generation will be brought to the dirty utility room.
 3. The smaller tied bags brought from the areas will be placed in the respective garbage bins in the dirty utility rooms.
 4. At the end of every shift, garbage will be brought down from all the dirty utility rooms to the garbage collection area.
 5. The dirty utility room is disinfectant /scrubbed clean and the dustbins are damp dusted with Hypochlorite/2% Bacilloid.
 6. While getting the garbage downstairs, make sure there is no spillage.
 7. Gloves & masks are necessary to be worn while disposing garbage.
 8. Make sure you place the garbage collection area on the ground floor according to the color- coding.
 9. During the night shift, dirty utility room bins are washed, dried and relined with bags.
-

SOP FOR CLEANING 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:

1. Place “Wet floor” caution signs at both ends of corridor to alert staff and visitors to a potential risk.
 2. Brush the floor with feather duster.
 3. Check the cobwebs in and around the wall and pillars.
 4. Wet mop all corridor, covering only half of the width at time. This allows safe foot traffic at all times.
 5. Wet mop the remaining half of the corridor only when the first half has dried completely.
 6. 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.
-

SOP FOR CLEANING OF ELEVATOR CLEANING

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

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:

1. Take the elevator to a non-patient, non-public floor for cleaning and turn off with key.
2. Mix Disinfectant detergent in pail and bucket.
3. Remove the light diffusers carefully & clean with damp cloth soaked in disinfectant detergent. Wipe dry to prevent streaking and replace.
4. Dust mop the floor.
5. Vacuum the tracks with vacuum equipped with crevice tool.
6. 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.
7. Clean channel on regular basis.
8. Weekly cleaning with cleaning kit as per standard practice.

SCHEDULE FOR CLEANING ELEVATORS

9:00 A.M.	10:00 P.M.	11:00 A.M.
2:00 P.M.	12 MIDDAY	1:00 P.M.
5:00 P.M.	3:00 P.M.	4:00 P.M.

SOP FOR CLEANING OF CLEANING THE STAIRCASES

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

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

N.B : There shall be zero tolerance for dust and dirt in the Institute. The contractor is required to maintain very high standards of sanitation.

SOP FOR CLEANING OF WINDOWS

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:

1. R-3
2. SQUEEZEE WITH HANDLE
3. WINDOW CLEANER
4. SMALL PLASTIC BUCKET
5. CLEAN RAGS
6. SPONGE
7. GLASS SCRAPER
8. WINDOW BRUSH

Description:

1. Prepare window cleaning solution
 2. Place window brush into solution
 3. Apply solution to window surface using 's' strokes.
 4. Use squeegee, starting at bottom corner and working upward along outside edge, across top, then downward using 's' stroke.
 5. Dry squeegee blade as needed with clean dry cloth
 6. Remove any solution remaining on window frames or ledge with clean cloth.
 7. Clean equipment and store properly.
 8. Some areas may require the use of a glass scraper to remove tough stains.
-

SOP FOR CLEANING OF CONSULTANT ROOM/ FACULTY ROOM

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

1. Open the room
 2. Open the blinds, Check cords / louvers etc.
 3. Check the air conditioning, water supply, light, partition curtains etc.
 4. Note down damage or missing items. Inform supervisor if anything misplaced, damaged or needing repair.
 5. Remove garbage from garbage bins & change garbage bags.
 6. Clean the room with feather brush and dustpan.
 7. Make the examination bed with fresh stain free linen.
 8. Dust items located on wall & high area clockwise and anti-clock wise around the room. Items include: - picture frame, light fixture, & glass panes & ledge.
 9. Check for the cobwebs in and around the wall and pillars.
 10. Dust air conditioning vents with feather brush.
 11. Dust the table beginning with top surfaces and working your way down to the base & legs.
 12. Chairs / sofa repositioning.
 13. Wipe down light switches & clean any smudges on surrounding wall areas.
 14. 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.
 15. Scrub floor with spiral and scrubbing machine.
 16. Remove the water with wet vacuum.
 17. Wash flask, tray, and glass.
 18. Replace tissue box, Fill up the soap solution.
 19. Mop the room with disinfectant.
 20. Take one last look to see everything is in order, clock is working etc.
 21. Spray a whiff of freshener and close the room door.
 22. Corner to be cleaned thoroughly once a week for the dirt not to be accumulated There.
-

SOP FOR CLEANING OF OPERATION ROOM/ OT

Objective: To prepare the Operating room for surgery.

Description:-

1. Basic principles of septic techniques dictate the procedures that are carried out immediately after completion of a surgery. The OTs is always kept clean & sterile.
 2. The following housekeeping duties should be done at least one hour before scheduled incision time.
 3. Removable tables and equipments to be kept outside the room.
 4. Damp dust tops and rims of autoclave, washer sterilizer and counter top in sub sterile room adjacent to the operation theatre.
 5. Wash the tiles / floor with sodium hypo chloride / Bacillocid solution.
 6. After the room is clean - let the surface dry.
 7. Mop the floor with disinfectant 2% Mikrobac forte solution.
 8. After each case O.T should be cleaned with 2% Bacillocid Solution and keep ready for next case.
 9. At the end of the day O.T should be cleaned thoroughly for next day with Bacciollocid solution.
 10. Bio-Medical waste to be removed after each case.
-

SOP FOR CLEANING OF ICU'S

Objective: To keep the area hygienically clean, spic & span and see high service standards round the clock.

Description:-

1. Remove the soiled linen and garbage.
 2. Damp dust the entire area with 2
 3. % bacillocid solution.
 4. Vacuum clean the entire area especially the corners, crevices, door edges, a/c grills, ducts, etc.
 5. Spot cleaning for removal of stains.
 6. Wet mop entire floor with Mikrobac Forte solution
 7. Maintenance to be checked and followed up for rectification and pending jobs.
 8. Floor should be free of dust / Dirt / and stain.
 9. Workstation should be free of dust.
 10. Ceiling lights/A.C grills should be free of dust / insects and should be correct form the maintenance points of view.
 11. Dustbins should be cleared as and when required.
 12. Floor scrubbing should be done once a week as per the schedule / as and when required.
 13. Garbage should be cleared at the end of each shift.
 14. In case of infected case mops needs to be thrown. Can use old towel as mop.
 15. Check for the cobwebs on regular basis.
-

SOP FOR CLEANING OF TOILETS

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 Liter of water).

R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 Litter 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 Litter of water).

Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Litter 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.

SOP FOR CLEANING OF OUTER AREA.

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

Description:

1. Outer area should be cleaned thoroughly at night.
 2. Pick up the things littered around the hospital premises in the morning.
 3. Brooming of heavy traffic area includes emergency, IPD, OPD & front area have to be done first.
 4. Brooming of courtyard, cascade area & back area of hospital to be done afterwards.
 5. Once area is thoroughly cleaned, touch ups to be given to the heavy traffic areas till evening.
 6. Every Sunday thorough cleaning of cascade, courtyard & fountain area to be done.
 7. Once a month total areas should be washed properly.
 8. Check for cobwebs on wall and pillars of outer areas on regular basis.
 9. Area should be brush abled thrice a day.
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SOP FOR CLEANING OF 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.

1. Dynamic Rope
2. Seat Harness,
3. Gri Gri
4. Shunt
5. Suction pad,
6. Cleanser (all clean),
7. R3, bursh,
8. Wiper,
9. Scrapper,
10. Helment,
11. Bucket,
12. Duster
13. Safety Belt/ Safety Devices

NABH Policy: Cleaning Schedule**NABH Reference: HIC 2****NABH Version No.: LAU/HIC2/ Cleaning Schedule/ver 1.0, 1st Dec 2008****VERY HIGH RISK AREA**

S.No.	Activity	Frequency	Agents Used	Responsibility
1 -- OT Area / Labour Room				
I.	Garbage Removal from OT to DU and from DU to Central Garbage Room	After every Case	As per BMW guidelines	Safai karamchari
II.	Feather Brushing	After every case	Feather Brush	Safai karamchari
III.	1st Mopping	Before start 1st patient & after every case	Wizard	Safai karamchari
IV.	2nd Mopping	Before start of 1st patient & after every case	1% Sodium Hypo chlorite	Safai karamchari
V.	Garbage removal from the DU to Central Garbage Room	12:30pm and 3.30pm and as when require	As per BMW guidelines	Safai karamchari
VI.	Brushing in the OT corridor	In continuation	Flat Mop	Safai karamchari
VII.	Wiping of doors and windows in OT Corridor	After every 1 hr	Duster	Safai karamchari
VIII.	Mopping with Wizard in OT corridor	After every 1 hr	Wizard	Safai karamchari
IX.	Mopping with Sodium Hypochlorite n OT corridor	After every 4 hr	1% Sodium Hypochlorite	Safai karamchari
2 - ICU, CCU, ICCU, NICU, PICU				
I.	Removal of Garbage	8.00am, 12:30pm and 3.30pm	As per BMW guidelines	Safai karamchari
II.	Brushing	Thrice in a day 08.00am, 12.30noon, 03.30pm	Feather Brush	Safai karamchari
III.	Wiping	After every 1 hr	Duster	Safai karamchari
IV.	Mopping with wizard	After every 1 hr	Wizard	Safai karamchari
V.	Mopping with Sodium Hypochlorite	After every 4 hrs & As and when required	1% Sodium Hypochlorite	Safai karamchari
VI.	Washroom cleaning with Wizard	Cleaning after every half an hr	Wizard	Safai karamchari
VII.	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 4 hr & As and when required	1% Sodium Hypochlorite	Safai karamchari

HIGH RISK AREA

S.No.	Activity	Frequency	Agents Used	Responsibility
3-EMERGENCY				
I.	Removal of Garbage from patient side to DU and from DU to Central Garbage Area	8.00 am, 12.30pm and 3.30pm	As per the BMW guidelines Feather Brush	Safai karamchari
II.	Brushing	Thrice in a day 9.00am, 3.00pm, 9.00pm		
III.	Wiping	After every 2 hrs as and when required	Dusters	Safai karamchari
IV.	Mopping with wizard	After every 2 hrs as and when required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypochlorite	After every 6 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari
VI.	Washroom cleaning with Wizard	Cleaning after every half an hr.	Wizard	Safai karamchari
VII.	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 6 hrs As and when required	1% Sodium Hypochlorite	Safai karamchari
4- CSSD AND MICROBIOLOGY				
I.	Removal of Garbage from the area to Central Garbage Area	Twice in a day 12.30 pm and 3.30 pm as and when required	As per the BMW guidelines	Safai karamchari
II.	Brushing	Thrice in a day 9.00am, 3.00pm, as and when required	Feather Brush	Safai karamchari
III.	Wiping	After every 2 hrs	Dusters	Safai karamchari
IV.	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypochlorite	After every 6 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari

MODERATE RISK AREA

S.No.	Activity	Frequency	Agents Used	Responsibility
5-IPD ROOMS/WARDS				
I.	Removal of Garbage from patient room to DU and from DU to central Garbage area as per the timings of disposal	Thrice in a day from DU 9.00am, 12.30pm and 3.30 pm as and when required	As per the BMW guidelines	Safai karamchari
II.	Brushing	Twice in a day 7.30am and 4.00pm as and when required	Feather Brush	Safai karamchari
III.	Wiping	Twice in a day 1 st from 7.30am and 2 nd from 4.00pm as and when required	Dusters	Safai karamchari
IV.	Mopping with wizard	Twice in a day 1 st from 7.30am and 2 nd from 4.00pm as and when required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypochlorite	Twice in a day 1 st from 11.00am and 2 nd from 6.00pm as and when required	1% Sodium Hypochlorite	Safai karamchari
VI.	Washing cleaning	Three times in a day 1 st start from 7.30am 2 nd from 11.00 am 3 rd from 4.00 pm as and when required	Wizard and 1% Sodium Hypochlorite	Safai karamchari
VII.	Brushing in the Corridor in Moderate area	In continuation	Flat Mop	Safai karamchari
VIII.	Wiping in the corridor area	Twice in a day it starts from 7.30am onwards	Dusters	Safai karamchari
IX.	Mopping with wizard in Corridor	In continuation	Wizard	Safai karamchari
X.	Mopping with Sodium Hypo hlorite in Corridor	After every 8 hrs	1% Sodium Hypochlorite	Safai karamchari

After 7.30pm in the Evening Housekeeping services will be provided on call in case of request from the attendant, Patient and Nursing staff.

S.No.	Activity	Frequency	Agents Used	Responsibility
6-CAFETERIA				
I.	Removal of Garbage to central Garbage Room	Twice in a day 12.30 pm and 3.30 pm	Black Garbage bag	Safai karamchari
II.	Brushing	Thrice in a day 8.00am, 2.00pm and 3.30pm and after every meal	Flat Mop and Feather Brush	Safai karamchari
III.	Wiping	Thrice in a day 8.00am, 12.00pm and 4.00pm and after every meal	Duster	Safai karamchari
IV.	Mopping with wizard	After every three hrs and after every meal as and when Required	Wizard	Safai karamchari
7 - PATHOLOGY LAB				
I.	Removal of Garbage from Area to DU from DU to Central Garbage Area	Thrice in a day 9.00am, 12.30pm and 3.30pm as and when required	As per the BMW guidelines	Safai karamchari
II.	Wiping/Brushing	Thrice in a day 8.00am and 4.00pm and as and when Required	Duster	Safai karamchari
III.	Mopping with wizard	After every three hrs as and when required	Wizard	Safai karamchari
IV.	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari
8 - DIAGNOSTIC AREA				
I.	Removal of Garbage from Area to DU from DU to Central Garbage room	Twice a day from Central Garbage Area 12.30 pm and 3.30pm as and when required	As per BMW guidelines	Safai karamchari
II.	Wiping	Twice a day at 8.00 am and 3.00pm as and when required	Duster	Safai karamchari
III.	Brushing	Twice a day 8.00am and 3.00pm as and when required	Feather Brush	Safai karamchari

IV.	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari
9 - PUBLIC AREA WASHROOM				
I.	Cleaning with Wizard	Cleaning will be done after half an hr and boy will be stationed there	Wizard	Safai karamchari
II.	Washroom Cleaning with Sodium Hypochlorite	Cleaning will be done after every 8 hrs as and when required.	1% Sodium Hypochlorite	Safai karamchari
10 - CORRIDOR				
I.	Mopping with dry mop	In continuation	Flat Mop	Safai karamchari
II.	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safai karamchari
III.	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari
11- LOBBY				
I.	Wiping	In continuation	Duster	Safai karamchari
II.	Brushing with Dry Mop	In continuation	Flat Mop	Safai karamchari
III.	Moppingwith wizard	After every 3 hrs as and when required	Wizard	Safai karamchari
IV.	Moppingwith Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari
12 - OPD AREA				
I.	Removal of Garbage from area to Central Garbage Area	Twice in a day 12.30 pm and 3.30pm as and when required	As per the BMW guidelines	Safai karamchari
II.	Brushing	In continuation	Feather Brush	Safai karamchari
III.	Wiping	Twice in a day 7.30am and 3.00pm as and when required	Duster	Safai karamchari
IV.	Moppingwith wizard	Twice in a day 7.30am and 3.00pm as and when required	Wizard	Safai karamchari

V.	Moppingwith Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safai karamchari
13 - PHARMACY				
I.	Removal of Garbage from area to Central Garbage Area	Thrice in a day 9.00am,12.30pm and 3.30pm as and when required	As per the BMW guidelines	Safai karamchari
II.	Brushing	Twice in a day 9.00am and 3.00pm as and when required	Feather Brush	Safai karamchari
III.	Wiping	Twice in a day 9.00am and 3.00pm as and when required	Duster	Safai karamchari
IV.	Mopping with Wizard	After every 3 Hrs as and When required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypo Chlorite	After every 8 Hrs as and When required	Sodium Hypochlorite	Safai karamchari
14 - PROCEDURE / TREATMENT ROOM				
I.	Removal Garbage From Area to Central Garbage Area	Thrice in a day Starts from 9.00am, 12.30pm and 3.00pm as and when Required	As per the BMW Guidelines	Safai karamchari
II.	Brushing	Twice in a day Starts from 9.00am, 12.30pm & 3.00pm As and when required	Feather Brush	Safai karamchari
III.	Wiping	Twice in a day 8.00am and 3.00pm As and when required	Dusters	Safai karamchari
IV.	Mopping with Wizard	After every 3 Hrs As and when required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypo Chlorite	After every 6 Hrs As and when required	1% Sodium Hypochlorite	Safai karamchari

MINIMAL RISK AREA

15- ADMINISTRATION BLOCK/ STORAGE ROOM/ ENGINEERING OFFICE/ OTHER OFFICES/ GUEST HOUSE				
I.	Brushing	Once in a day from 8.30am as and When required	Feather Brush	Safai karamchari
II.	Mopping with Wizard	Once in a day from 8.30am as and when required	Wizard	Safai karamchari
III.	Wiping	Once in a Day At 8.45 AM	Duster	Safai karamchari
16-OUTSIDE AREA				
I.	Outside area Brushing	Cleaning starts from 8.30am onwards. A person to be stationed there.	Hard Broom	Safai karamchari

16. 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.

17. Glass Windows, Doors & Aluminum 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. Lifting, carrying and disposing the dead birds animals, rats, insects etc, if found in and around the hostel/other buildings. Cleaning and sweeping of open area including balconies and roof tops with brooms.

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

18. 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.

Dilution of Wizard in all areas = 40ml in 1 litre of water

Cleaning of spillage of Blood / Body fluids-

1. Use disposable Gloves
2. Cover area with 1% Sodium hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in bag
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as Clinical waste.

Mops Cleaning – Detergent wash & dry.

Buckets – Detergent wash & dry

(If contaminated 1% sodium hypochlorite overnight rinse & dry)

Cleaning of Water Closet

Materials required:

1. R-6/Harpic
2. Vim powder(To be used as per the supervisor instructions)
3. Pine gold/Disinfectant
4. Dettol
5. Nylon scrubber
6. WC brush
7. Discard towels

Check For:

- a) Continuous flow of water, (b) Flush timer,
- b) Missing or broken shoes/buffers,
- c) Stained/scratched/broken/cracked/WC or WC seat, (e) Leakages under WC.

Process:

1. Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes.
 2. Scrub the seat and the seat cover with cleaning agent.
 3. Wash it with water.
 4. Using the WC scrub brush, thoroughly clean the WC and flush.
 5. With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
 6. Push out the water from the bowl and put pine gold in it.
 7. Wipe the WC with clean discard.
 8. Wipe the WC with dettol.
 9. In case of any stubborn stains, report to the supervisors.
 10. Do not use any hard abrasive on the WC.
 11. Check under the grooves and rim of WC for sparkling cleanliness.
-

Cleaning of Washbasins

Materials required:

1. Cleaning agent-R-1
2. Nylon scrubber
3. Discard towel
4. Toothbrush

Procedure:

1. Check the washbasin for cracks, loose fitting.
2. 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.
3. Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail.
4. With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it.
5. Rinse the cleaning agent properly from the basin and dry it with a dry discard.
6. With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it.
7. 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

1. Washbasin should be sparkling clean.
 2. Fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks.
 3. Polish the fitting with chrome polish.
 4. The bottle trap should be free of dust and cobwebs.
 5. No hard abrasive to be used to prevent scratching.
 6. In case of any stubborn stains, report to supervisor immediately.
-

Cleaning of Marble surfaces/Granite/Tiles

Materials required:

1. Mild cleaning agent.(Bath/Spiral Solution)
2. Scrubber
3. Clean discard

Procedure:

1. Scrub the surface with mild cleaning agent and a scrubber.
 2. Rinse the surface thoroughly.
 3. In case of excessive stains seek marble polishers help.
 4. 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.
 5. Once a week area needs to be polished with terenova.
 6. Daily areas need to be buff.
 7. Use only dry mops.
-

Cleaning of Chrome fittings

Materials required

1. Cleaning agent-R-1 D-7
2. Discard
3. Toothbrush
4. Sponge
5. Chrome polish

Procedure

1. Clean the surface with a cleaning agent and a sponge.
2. Rinse thoroughly
3. Wipe dry with a towel discard.
4. Apply chrome and shine.

Standards to be maintained

1. Check for any loose screws, corroded or tarnished fittings, leakage, bends and dents, rust, salt deposition, detached chains.
 2. All fixtures should be free of dust and depositions.
 3. They should be chromed as and when needed, it tarnished.
 4. If polish is not available use Vim to shine.
-

Cleaning of Looking mirrors

Material required:

1. Glass cleaner
2. Feather duster
3. Flannel cloth
4. R-3

Procedure

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

Cleaning of glass windows

Materials required:

1. Glass cloth
2. Glass cleaner
3. Damp cloth should be lint free
4. 2" paint brush
5. Dust pan
6. Feather duster

Procedure

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

Cleaning of Telephones

Material required:

1. Dettol
2. Cleaning agent
3. Discards
4. Toothbrush

Procedure

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

Personal Hygiene & Etiquette and Manners

Personal Hygiene

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

Etiquette and Manners Talking to patients / Attendants

1. While talking to patient / attendant always smile.
2. Maintain interest & helpful expressions.
3. Always look into the eyes of the person, maintaining eye contacts.
4. Keep a distance of 2" while addressing them and wearing a mask.
5. Speak softly & clearly in your natural tone without using unnecessary hand movements & facial expressions.
6. Maintain a very professional relationship with them & avoid getting personal.
7. Never speak poorly of any colleague or of the organization with them.
8. Do not bite nails or run hands through the hairs.
9. Do not touch the nose or eyes or ears or the face. Chewing gums or other eatables must not be in the mouth.
10. Cover your mouth with a handkerchief while coughing or sneezing. (b) While standing in public areas
11. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
12. Hands should be kept on the side or behind. Hands must not be in the pockets or on the hips or folded across the chest.
13. Do not lean against a counter or against a wall or any other thing.
14. Maintain poise at all times.
15. Never move around in groups cause you are view in the Patient / attendant
16. Walk at even pace without making any sound of the footsteps or running.
17. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
18. Always walk on the left hand side.

19. Walk erect, maintaining poise at all the time.
20. Speak softly & politely in patient floor / critical areas.
21. Do not use slangs or abusive language.
22. Be aware of telecoms while in floor / public areas.
23. Do not shout in to the phone.
24. Never keep the patient / attendant waiting to use a telephone.
25. Avoid personal calls at work.

LIST OF CHEMICALS REQUIRED FOR HOUSE KEEPING WORK**A) M/S JOHNSON AND DIVERSEY or equivalent**

S.No.	Chemicals	Items to be cleaned
1.	R1	Bathroom Items
2.	R2	Rooms, Offices, Items, laminated furniture, PC, marbles, granite floors
3.	R3	Glass surfaces
4.	R4 Shine UP	Wood polish furniture
5.	R5	Room air freshener (Spray)
6.	R6	WC Urinals
7.	R9	Bathroom cleaner (hard water)
8.	R20+	Floor stripers
9.	Complete	Kota, Vinyl, Mosaic tiles- polish
10.	Nobile	Marble Floors-polishing
11.	Spiral	Kota and hard floor
12.	Snapback	Kota Vinyl, Mosaic tiles
13.	Lever Star	Hand disinfectant before/after going into critical areas
14.	Emerel	Restorative product for fixtures
15.	Lineo	Wooden polish
		AND/OR

B) M/S ECO LAB-HENKEL or equivalent

S.No.	The following chemicals should be of Oasis Compact Range and these chemicals are to be dispensed through a sleek Oasis compact dispenser.	
1.	OC Bath room Cleaner OC Glass Cleaner OC Air Fresh OC Neutral Cleaner OC Counter Act	Bath Room fittings & fixtures Glasses Air-Freshener
2.	SIGLA	Floor mopping & scrubbing on daily basis.
3.	NETTOKLAR	Marble crystallization on as and when required basis.
4.	BENDUEOL	Stripping of floor
5.	POLLI	Regular buffing of Granite
6.	HELIOS	Stainless steel/chrome shining
7.	OPTI	Wooden furniture polish

Note: Disinfectant to be use (High Risk Area)

BACILOCID EXTRA

SODIUM HYPOCHLORIDE

And for hand wash use FEM/equivalent (general washroom use) DETTOL/ equivalent (doctors use)

1. The consumption of various chemicals shall be regulated as per the manufactures specifications.

2. The chemicals regarding toiletries etc. not mentioned above shall be from M/s Johnson and Diversey and for M/s ECO Lab-Henkel as approved by the AIIMS, DEOGHAR. Above list of consumables are tentative and it can be modified as per the decision of competent authority of AIIMS Deoghar.

Financial Bid

Sl.No.	Description of Work/Item (s)	Tentative Area/ Nos	Rate/Unit
1.00	In – side Area		
1.01	Mechanized & Automated cleaning works of Very High/High/ Moderate Risk Areas of AIIMS DEOGHAR (including toilets). (The payment shall be made on basis of floor area)		Per sq. mtr. Per month
1.02	Mechanized & Automated cleaning works of Minimal Risk/Low Risk Areas of AIIMS DEOGHAR (including toilets). (The payment shall be made on basis of floor area)		Per sq. mtr. Per month
2.00	Out - Side Area		
2.01	Mechanized and Automated cleaning of outer area of Hospital, i.e. foot path/parks/roads etc as per scope of work at AIIMS Deoghar. (The payment shall be made on the basis of road area)		Per sq. mtr. Per month
2.02	Disposal & dumping of general garbage from different location inside the campus as per instruction of the competent authority & in coordination with Municipal Co-operation.		Per month lump sum (in rupees)

Note: -

1. All the above area is tentative. The Competent Authority of AIIMS, DEOGHAR has reserving the right to relax/amend/change any of the above parameter (i.e. area increase or decrease).
2. Bidder is required to quote per sqm (except at point 2.02 above) on the Price bid. The quoted price will be calculated according to above areas.
3. L1 will be decided on total price quoted per sqm per month after adding the cost at S. No.1.01, 1.02,2.01 & 2.02.
4. These rate are exclusive of GST, GST would be paid as per actual.
5. The contractor has to use the all kinds of consumable as per requirement & no extra payment will be made.
6. Pest control of above area is responsibility of L1 contractor. No extra payment will be made for pest control.

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/ NATIONALIZED BANK (WHETHER
SITUATED AT DEOGHAR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL
BRANCH AT DEOGHAR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,

The Executive Director & CEO
All India Institute of Medical Sciences (AIIMS),
DEOGHAR-814142

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) DEOGHAR (Buyer) have invited
Tenders vide Tender No.....Dt.....for providing of.....

..... AND WHERE AS the said tender document requires the service
provider whose tender is accepted for the providing of mechanized & automated cleaning
services. in response there to shall establish an irrevocable Performance Guarantee Bond in
favour of "AIIMS DEOGHAR" in the form of Bank Guarantee for Rs.....[3%
(three percent) of the purchase value] which will be valid for the said Performance Guarantee
Bond is to be submitted within 30 (Thirty) days from the date of Acceptance of the LOA.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said firm failing to abide
by any of the conditions referred to in tender document/work order/performance of the services,
this Bank shall pay to All India Institute of Medical Sciences (AIIMS) DEOGHAR on demand
and without protest or demur(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS)
DEOGHAR (Buyer) as to whether the said firm has committed a breach of any of the conditions
referred in tender document/ work order shall be final and binding.

We,.....(name of the Bank & branch) here by further agree that the
Guarantee herein contained shall not be affected by any change in the constitution of the firm
and/or All India Institute of Medical Sciences (AIIMS) DEOGHAR(Buyer).

a. Our liability under this Bank Guarantee shall not exceed
Rs.....(Indian Rupeesonly).

b. This Bank Guarantee shall be valid upto.....(date) and

c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee
only and only if AIIMS DEOGHAR serve upon us a written claim or demand on or
before.....(Date), Claim period should be beyond six month from the date of validity i.e.
(b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable
at our branch office at DEOGHAR situated at.....(Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....

Complete Postal Address:

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app/> / www.aiimsdeoghar.edu.in .

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
4. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard

documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
8. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
10. Upon the successful and timely submission of bids (i.e after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
11. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact

person indicated in the tender.

b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be call directed to the 24x7 CPP Portal Helpdesk.

Institute website: <http://aiimsdeoghar.edu.in>

E-Tendering Portal: <https://eprocure.gov.in/eprocure/app>

For any technical related queries please call at 24 x 7 Help Desk Number

0120-4001 002, 0120-4001 005, 0120-6277 787

Email Support: cpp-doe@nic.in, support-eproc@nic.in

Tender queries: procurement@aiimsdeoghar.edu.in

TRAINING MODULE FOR SANITARY ATTENDANTS

Module	Topic to be Included
Behavioural Skills	<ol style="list-style-type: none"> 1. Personal Strength Awareness and Confidence Building 2. Display professionalism at the institute and workplace 3. Ethics, Values and Social Etiquettes 4. Team Work 5. Tobacco/Substance Abuse and Dead diction 6. Sexual Harassment in the workplace
Communication Skills	<ol style="list-style-type: none"> 1. Basic Hindi/English speaking 2. Self-Introduction & Confidence Building 3. Understand usage of appropriate words to express themselves 4. Communicate effectively on telephone 5. Personal Hygiene & presentation 6. Positive body language to create a positive impression 7. Understanding spatial zones and the need to maintain it 8. Maintain appropriate eye contact in building trust & confidence 9. Impact of touch in a professional environment. Acceptable and unacceptable touch 10. Barriers to communication
Workplace Efficiency	<ol style="list-style-type: none"> 1. Time management & planning 2. Handling setbacks/rejections and resilience 3. Managing Stress 4. How to improve productivity 5. Introduction to computers & its applications 6. Introduction to basic quality concepts & Kaya-kalp 7. Concept of Inventory Management 8. Managerial Skills: Plan, organize, co-ordinate, control and monitor all housekeeping activity in hand for effective utilization of resources 9. Maintain various housekeeping Records & Documents.
Occupational safety & health	<ol style="list-style-type: none"> 1. Basic Hazards. Chemical, Physical (Electrical, Temperature) Ergonomic, Biological, Vibro-Acoustic, Mechanical, Psychological and the prevention of these hazards 2. Different types of PPE 3. Needle Stick Injury and other accident response 4. First Aid and transport of a sick person 5. Labour Welfare & Legislations
Environmental Education	<ol style="list-style-type: none"> 1. Introduction to environment, ecosystem and factors causing imbalance 2. Pollution & pollutants including liquid, gaseous, solid and hazardous waste 3. Protecting the environment-Energy Conservation, Ground Water, Global Warming. Responsibility about the environment. 4. Segregation & waste disposal 5. Disaster Management and role of a hospital
Customer Interaction / Service	<ol style="list-style-type: none"> 1. Types of greetings 2. Use of positive body language 3. Handling grievances 4. Relation building and importance of probing to identify requirement/needs of superior/patients

PROFESSIONAL KNOWLEDGE & SKILLS FOR HOSPITAL HOUSEKEEPING

	Learning Outcome	Theory Teaching	Practical Skill Development
1	Perform proper sanitation & maintain cleanliness.	<ol style="list-style-type: none"> 1. Basic principles of sanitation and peculiarity to hospital environment. 2. Basic principles of personal hygiene 3. Basic knowledge about different detergent and disinfectants 4. Different cleaning procedures applicable to different hospital areas 5. Basic knowledge about cleaning equipment - Their operation techniques and maintenance. 	<ol style="list-style-type: none"> 1. Work on Sanitation and cleaning of the Hospital & Environment. Basic Cleaning - Dusting - Sweeping - Polishing – Washing Special Cleaning of - Different types of floors - Wall & Ceiling - Doors & Windows - Furniture & Fixtures – Curtains/Blinds 2. Daily Maintenance of Toilet.
2	Identify and control unwanted odours and sources of odours.	<ol style="list-style-type: none"> 1. Basic principles of ventilation, composition of Air, Air flow, Humidity and temperature. 2. Common types of odours and their sources of origin. 3. Removal and control technique of different types of odours. 4. Various equipment and materials used for odor control operations. 	<ol style="list-style-type: none"> 1. Identify and determine the types and sources of unwanted odours in hospital premises. 2. Control and removal of bad odours in and surrounding of the hospital.
3	Perform and demonstrate the hospital waste disposal.	<ol style="list-style-type: none"> 1. Hospital Waste - Source and generation of waste 2. Hazards of hospital waste to hospital population and community. 3. Principles of collection of different types of hospital waste- Bio Medical Waste Management Rules 	<ol style="list-style-type: none"> 1. Perform hospital waste Collection, Transportation & Disposal 2. Practice use of PPE

4	Perform Safety awareness activity in hospital for fire, electrical and natural hazards	<ol style="list-style-type: none"> 1. Classification of fire, importance of fire in hospital. 2. SOP for reporting accidents. 3. Principles of using different types of Fire Extinguishers. 4. Principles of working of different Fire Fighting Equipment. 5. Awareness of tackling dangerous situation e.g., Earthquake, Cyclones, Floods etc. 	<ol style="list-style-type: none"> 1. Identify Fire, Electrical, Natural, Work place Hazards. 2. Identify fire risk areas in hospital. 3. Demonstrate fire prevention activities. -detect source of fire, operate fire alarm, Smoke Detector, Hose Reel 4. Demonstrate Firefighting operation, Fire Evacuation, Fire salvage operation like salvage of men, material and equipment. 5. Ensure & demonstrate periodical fire fighting drill.
5	Identify diseases transmitted by rodents and animals. Apply prevention & control techniques for eradication of rodents and animal nuisance.	<ol style="list-style-type: none"> 1. Basics of life cycles of common Pests & Rodents and diseases transmitted by them. 2. Vulnerable areas in hospital for Pest & Rodent nuisance 3. Prevention, control and eradication of paste, Rodents and other animals. 	<ol style="list-style-type: none"> 1. Identify & control pastes, Rodents & Animal Nuisance in hospital. 2. Organize and perform the precautionary step to control and eradication of Rodent and Animal nuisance.
6	Awareness about clean linen and hospital / surgical gown and maintaining inventory	<ol style="list-style-type: none"> 1. Acquire basic knowledge n: 2. Linen and their importance in hospital. 3. Classification & Characteristics of different linen used in hospital 4. Role of good inventory management in effective linen service. 5. Dirty Linen collection, sluicing storing, transportation. 6. Basic Idea of Laundry process in a hospital 7. Collecting of clean linen. 8. Condemnation of linen 	<ol style="list-style-type: none"> 1. Collect dirty linen and transport to laundry & ensure proper sorting of linen 2. Procure linen from stores and Laundry. 3. Ensure proper storage of linen. 4. To observe sorting, sluicing, washing, drying, mending, calendaring in the laundry. 5. Basic exposure to accounting of linen.

7	Ensure proper custody, operation and maintenance of hospital equipment.	<ol style="list-style-type: none"> 1. Basic knowledge of the different types of equipment in use. 2. Operational procedures of equipment. 3. Safety measures while operating housekeeping equipment 4. Working knowledge in preventive maintenance of the housekeeping equipment which includes - Maintenance scheduling & AMC. Maintenance processes. 5. Fault detection. & Minor repair. 	Ensure proper custody, operation and maintenance of all hospital housekeeping equipment.
8	Carry out infection control measures.	<p>Acquire basic understanding of</p> <ol style="list-style-type: none"> 1. Hospital infection and its importance. 2. Basic disease process. 3. Common factors responsible for hospital infection. 4. Basic idea of Sterilisation & disinfections and their practices. 5. Role of Hospital Housekeeper in controlling hospital infection. 6. Spill Management 7. COVID-19 Areas Cleaning 8. Hand Washing/Hand Rub 9. 5 moments of hand hygiene 10. Vacant Room Cleaning Process 11. Occupied Room Cleaning Process 12. Disinfection of Patient Bed& Areas after patient Discharge 13. ICU Cleaning Process 14. OT Cleaning & other special processes related to OT 15. Needle Prick Treatment 	<ol style="list-style-type: none"> 1. Demonstrate Disinfections practices. 2. Observe Sterilization practices. 3. Demonstrate Aseptic procedures.
9	Awareness to Kaya-Kalp Scheme	Training on all standards of Kaya kalp relevant to housekeeping & sanitation	Demonstration of practical skills required as per Kaya kalp

Areas Sheet

S No	Name of Building	Tentative area in Sq M
	Civil Work	
1.	Hospital Incl. Ayush	74250
2.	Basement/Service (Inc. Mortury, Laundry & Waste Management in Basement)	6350
3.	Medical collage	20150
4.	Auditorium	4000
5.	Night Shelter	2125
6.	Type II residence	3650
7.	Type III residence	
8.	Type IV residence	
9.	Type V residence	7150
10.	Type VI residence	
11.	Director Bungalow	
12.	Guest house	550
13.	PG Hostel – D1	600
14.	PG Hostel – D2	36600
15.	PG Hostel – D3	
16.	UG Hostel Girl	
17.	UG Hostel Boys 1	
18.	UG Hostel Boys 2	
19.	Nurse student Hostel D	
20.	Nurse student Hostel E	
21.	Dining hall I	2000
22.	Dining hall II	
23.	Shopping and Social Infrastructure	250
24.	Fire station	550
	Sub total	167925
25.	Open area and roads around the above buildings	380000 (Approx)
