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NOTICE INVITING TENDER

FOR

“MECHANIZED & AUTOMATED CLEANING WORKS”

AT

AIIMS, DEOGHAR

Website: https://www.aiimsdeoghar.edu.in/
E-Biding Portal: https://gem.gov.in/
E-Mail: procurement@aiimsdeoghar.edu.in

NOTICE INVITING TENDER FOR "MECHANIZED & AUTOMATED CLEANING WORKS" AT AIIMS, DEOGHAR, Jharkhand -814152

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

Bid Published Date	**As Generated on GeM Portal**
Pre-Bid meeting Date and Time	
Bid Submission End Date	
Pre-Bid meeting Place	**4th Floor, Conference Hall, Administrative Block, Academic Block, AIIMS DEOGHAR, Jharkhand**
Earnest Money Deposit (EMD)	**@ ₹24,00,000/- (Rupees Twenty-Four Lakhs only)** may be submitted through Demand Draft/ Fixed Deposit Receipt (FDR) in favour of the Executive Director & CEO, AIIMS Deoghar, payable at Deoghar, or through Bank Guarantee, wherever permitted under the applicable GeM GTC. **For SFMS processing, the following bank details may be used:** • **Bank:** State Bank of India, AIIMS Deoghar, Devipur, Deoghar – 814152 • **Account Name:** Liability Account AIIMS Deoghar • **Account No.:** 45238059461 • **IFSC:** SBIN0064014 • **Branch Code:** 64014 **EMD exemption/relaxation:** EMD exemption is applicable to eligible Micro and Small Enterprises (MSEs) and other categories specifically covered under applicable Government of India/GeM provisions. **Scanned copy of the EMD shall be uploaded on the GeM Portal along with the Technical Bid, and the original EMD shall be submitted in physical form to the Tender Office, AIIMS Deoghar, within 7 days from the Bid End Date.**
Performance Bank Guarantee (PBG)/ Performance Security Deposit (PSD)	**@ 5% (Five Percent) of the total contract value**, as a one-time deposit. The same shall remain valid for a period of 27 months and be in favour of the Executive Director, AIIMS Deoghar.
Contract period	For a period of two (02) years, extendable for an additional one year only as per Terms mentioned in this Tender
Address for communication	**Tender Office, Room No. -30, Ayush Block, AIIMS Deoghar, Ramsagar, Devipur, Jharkhand- 814152.**
Office Mail ID:	**procurement@aiimsdeoghar.edu.in**

Disclaimer: This Tender is not an offer by the All-India Institute of Medical Sciences, DEOGHAR but an invitation to receive offer/bids 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)

Tender Notice

Public Open 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 https://gem.gov.in/

Bidders have to submit the bids online by uploading all the required documents through https://gem.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 form of canvassing or influencing the tender process, will be considered for disqualification.

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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 GeM Portal https://gem.gov.in/ as per the schedule as given in CRITICAL DATE SHEET.

3. Bid shall be submitted online at GeM website https://gem.gov.in/ .

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 GeM website https://gem.gov.in/ 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 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 the tender document.***

8. **Arbitration**: - Any dispute, controversy, or claim arising out of or relating to this tender or the breach, termination, or invalidity thereof shall be first attempted to be resolved amicably by mutual discussions between the Parties within a period of thirty (30) days from the date of written notice by either Party. If such dispute is not resolved within the said period, the same shall be referred to and finally resolved by arbitration in accordance with the Arbitration and Conciliation Act, 1996 (as amended from time to time). The arbitration shall be conducted by a sole arbitrator mutually appointed by the Parties. If the Parties fail to agree on the appointment of an arbitrator within 15 days from the referral of the dispute to arbitration, the arbitrator shall be appointed in accordance with the provisions of the said Act. The venue and seat of arbitration shall be Deoghar, Jharkhand. The language of the arbitration shall be English. The arbitral award shall be final and binding on both Parties. Each Party shall bear its own costs of arbitration and share equally the arbitrator's fees, unless otherwise directed by the arbitrator in the award. Any disputes arising shall be settled amicably. If the dispute remains unsettled, the matter shall be subject to the jurisdiction of competent courts at Deoghar, Jharkhand.

9. All disputes shall be subject to DEOGHAR Jurisdiction only.

10. 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.

11. The tender/bid will be opened online at https://gem.gov.in/ in O/o F/I 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.

12. 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.

13. 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.

14. **Earnest Money: @ ₹24,00,000/- (Rupees Twenty-Four Lakhs only)** may be submitted through Demand Draft/ Fixed Deposit Receipt (FDR) in favour of the Executive Director & CEO, AIIMS Deoghar, payable at Deoghar, or through Bank Guarantee, wherever permitted under the applicable GeM GTC.

For SFMS processing, the following bank details may be used:

- **Bank:** State Bank of India, AIIMS Deoghar, Devipur, Deoghar – 814152
- **Account Name:** Liability Account AIIMS Deoghar
- **Account No.:** 45238059461
- **IFSC:** SBIN0064014
- **Branch Code:** 64014

EMD exemption/relaxation: EMD exemption is applicable to eligible Micro and Small Enterprises (MSEs) and other categories specifically covered under applicable Government of India/GeM provisions.

Scanned copy of the EMD shall be uploaded on the GeM Portal along with the Technical Bid, and the original EMD shall be submitted in physical form to the Tender Office, AIIMS Deoghar, within 7 days from the Bid End Date.

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

16. In case the supplier requires any clarification regarding the tender documents, they are requested to contact through e-mail procurement@aiimsdeoghar.edu.in on or before pre bid date.

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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 by AIIMS.

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 borne 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. No claim whatsoever on this account shall be entrained by AIIMS.

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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 Any loss, theft, damage, or misappropriation of housekeeping materials, equipment, tools, or assets deployed under the contract shall be the sole responsibility of the successful agency. AIIMS Deoghar shall not bear any financial, legal, or administrative liability arising out of such incidents.

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 by AIIMS.

1.18 AIIMS DEOGHAR, shall provide space for storage of machines, material and chemicals. However, the contractor has to install janitor closet in the space earmarked for this purpose by AIIMS Deoghar.

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. The Agency shall keep all daily housekeeping equipment at the designated locations as assigned/directed by the Administration of AIIMS Deoghar and shall ensure proper maintenance, safety, and availability of the equipment at all times.

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 by the vendor 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 **Quality of Sanitation Materials:** All materials, cleaning agents, disinfectants, consumables and other items used for sanitation purposes shall be of reputed and standard quality and suitable for use in a hospital environment. The Agency shall ensure that only approved/appropriate quality materials are utilized for sanitation work and that the quality of such materials is not compromised during the contract period. 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.

1.37 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.

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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 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 concerned authority / competent authority as per need.

1.47 The attendance of all sanitation manpower deployed by the Agency shall be marked through the **biometric attendance system**. The responsibility for ensuring proper and regular biometric attendance of all deployed personnel shall rest with the manpower/service agency. The Agency shall also ensure that attendance is not marked on behalf of any other employee and that the attendance records are maintained properly. Agency has to maintain 15 Biometric Attendance system for all the Housekeeping Employee, proof of which has to produce regularly to AIIMS Deoghar authority.

1.48 If the selected bidder fails to submit any document or information as sought by AIIMS Deoghar at any stage of the tendering process or during the currency of the contract, or if any document/information submitted is found to be incorrect, misleading, fabricated, invalid, or if any bills/claims are found to be false, inflated, or not in conformity with the prescribed conditions of the tender, the contract shall be liable for termination at any stage. In such cases, the Earnest Money Deposit (EMD) and/or Performance Security Deposit may be forfeited, with the approval of the Competent Authority of AIIMS Deoghar.

Further, after providing the bidder a reasonable opportunity to furnish justification/clarification, AIIMS Deoghar reserves the right, as per the directions of the Competent Authority, to proceed with the **next eligible/qualified bidder** or make alternative arrangements, as deemed appropriate for AIIMS Deoghar.

1.49 Building-wise Deployment of Manpower:

The deployment of sanitation manpower shall be planned **building-wise/area-wise**, with an **overall deployment of approximately 300 workers per day across all three shifts combined**. The total manpower of 300 workers shall be distributed among the different buildings/areas and shifts based on the requirement, workload and operational needs of the respective areas.

The Agency shall ensure that **adequate manpower is deployed in each shift**, as per the approved deployment plan, to maintain uninterrupted and effective sanitation services throughout the day. The figure of **300 workers represents the total manpower deployed during one day across all three shifts and shall not be construed as 300 workers per shift**.

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ELIGIBILITY 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. 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 2025.

OR

Two **similar works** in each costing not less than **₹ 7,00,00,000/-** in last 5 years ending 31st December, 2025.

OR

One similar work each costing not less than **₹ 10,00,00,000/-** in last 5 years Ending 31st December, 2025.

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.

2. **Experience Criteria:**

"The Bidder must have a minimum of five (05) years of experience in providing Mechanized and Automated Cleaning Works to any Central/State Government Hospital having an approved bed capacity of not less than 500 beds, INI Hospital having an approved bed capacity of not less than 500 beds, AIIMS, or,

Any Central Public Sector Undertaking (CPSU), Central Government Department/Organization, Central Autonomous Body, IIT, IIM, NIT, IIIT, or other Central Government Institution.

The Bidder shall submit Experience & Work Completion Certificates duly signed by the authorized signatory of the respective organization/institution, along with the corresponding Work Orders & Agreements as documentary evidence."

Overlapping or concurrent work/contracts during the same period shall be counted only once for the purpose of determining the required years of experience. The Bidder shall submit Experience and Work Completion Certificates, duly signed by the authorized signatory of the respective organization/institution, along with the corresponding Work Orders and Agreements as documentary evidence.

Ongoing/running contracts may also be considered, provided that the Bidder submits a certificate issued by the competent authority of the client organization confirming the satisfactory execution of the work during the relevant period and certifying the value of work actually executed and/or paid during such period. The value so certified shall meet the prescribed minimum financial threshold, wherever applicable.

Note: Mere submission of an ongoing/running Work Order or Agreement/Contract, without the requisite certificate from the competent authority confirming satisfactory execution of the work and the value of work executed and/or paid during the relevant period, shall not be considered for determining eligibility.

3. **Turnover**: The bidder shall have an average annual turnover of not less than ₹15,00,00,000 (Rupees Fifteen Crore only) during last three completed and audited financial years. For verification, the bidder shall upload the CA-certified Average Annual Turnover Certificate along with the audited Balance Sheets and Profit & Loss Accounts/Income Statements and ITRs for the respective three financial years. The turnover shall be verifiable from the submitted financial documents.

4. 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.

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

6. 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 Commercial Bank included in the Second Schedule to the Reserve Bank of India Act, 1934, issued not earlier than six (06) months prior to the date of tender publication.

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

8. Tenderer should enclose Certified Copies of Employees State Insurance Corporation and under Employee Provident Fund Office.

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

10. Tenderer should submit Certified Scan Copy of Income Tax of last 3 financial year, PAN Card No. of the Party/ Agency/ Organization. Also, latest copy of Income tax return of last three financial years.

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

12. The bidder should possess a valid ISO 9001:2015 certification for Quality Management System, with scope covering mechanized and automated cleaning, housekeeping, and allied services. The certificate must be valid as on the date of bid submission.

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

14. 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.

1. 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 out rightly. Any request for subsequent submission/ alteration/ addition/ modification/ amendment/ extension of due date etc. will not be entertained.

- Technical Bids will be opened first. Technical Evaluation of the Tenders will be done and Tenderers who qualify in Technical Bid will be considered for opening of their Price Bid.

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.

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MARKING TABLE

Technical Evaluation Criteria for Mechanized & Automated Cleaning Works

Sl. No.	Criteria / Description	Evaluation Sub-Criteria / Condition	Points
1	Years of Experience in providing Mechanized and Automated Cleaning/Housekeeping, Sanitation & Maintenance Services to any Central/State Government Hospital having not less than 500 beds, INI Hospital having not less than 500 beds, AIIMS, or Central PSU, Central Government Department/Organization, Central Autonomous Body, IIT, IIM, NIT, IIIT, or any other Central Government Organization.	More than 14 Years	25 Marks
		More than 11 Years and up to 14 Years	20 Marks
		More than 8 Years and up to 11 Years	15 Marks
		5 Years to 8 Years	10 Marks
		Less than 5 Years	0 Marks (Disqualified)
2	Number of housekeeping manpower actually deployed under a single Similar Services contract in the above type of institutions.	More than 450	25 Marks
		401 to 450	20 Marks
		351 to 400	15 Marks
		300 to 350	10 Marks
		Less than 300	0 Marks (Disqualified)
3	The Bidder shall have an average annual turnover of at least ₹15 Crore during last three completed and audited financial years, duly certified by a CA with a valid UDIN, based on audited Profit & Loss Accounts/Income Statements and ITRs for the respective financial years.	More than ₹60 Cr.	25 Marks
		₹45 Cr. to ₹60 Cr.	20 Marks
		₹30 Cr. to less than ₹45 Cr.	15 Marks
		₹15 Cr. to less than ₹30 Cr.	10 Marks
		Less than ₹15 Cr.	0 Marks (Disqualified)
4	Availability of Training Facilities for Housekeeping, Sanitation & Maintenance Services	Having own in-house training facility supported by valid documentary evidence	10 Marks
		Hired/outsourced training facility supported by a valid agreement or MoU	5 Marks
		Having No training facilities	0 Marks (Disqualified)
5	Action Plan of work execution in power point presentation (PPT Presentation at AIIMS DEOGHAR)	Maximum pts. achievable	15 Marks
		If no presentation given by bidder	0 Marks (Disqualified)
Total Marks			**100**

Important Note for Above Marking Table:

1. "Similar Services" for the purpose of this marking table shall mean Mechanized and Automated Cleaning/Housekeeping, Sanitation and Maintenance Services of a comparable nature.

2. For assessment of experience, only experience supported by documentary evidence, including the relevant Work Order/Agreement and Experience/Work Completion Certificate issued by the competent authority of the client organization, shall be considered.

3. Where experience is claimed through an ongoing/running contract, the bidder shall submit a certificate from the competent authority of the client organization confirming satisfactory execution of the work during the relevant period and certifying that the value of work executed/paid during the said period meets the prescribed minimum financial threshold. Mere submission of an ongoing/running Work Order or contract, without the requisite certification from the competent authority, shall not be considered for meeting the eligibility criteria.

4. Overlapping work/contracts in a single financial year will be considered as 01 (one) year of experience.

5. For assessment under Sl. No. 2, the number of manpower shall mean the actual number of housekeeping manpower deployed under one single Similar Services contract. The claim shall be supported by the relevant Work Order/Agreement and a certificate from the client organization clearly indicating the number of manpower deployed.

6. For turnover assessment, the average annual turnover shall be calculated for last three completed and audited financial years. The turnover shall be supported by audited financial statements/Profit & Loss Accounts/Income Statements, ITRs for the respective financial years, and a CA certificate bearing a valid UDIN.

7. For training facilities (Sl. No. 4), the bidder shall be considered under only one of the following categories: (i) own in-house training facility, (ii) hired/outsourced training facility supported by a valid agreement or MoU, or (iii) no training facility. The bidder shall submit relevant documentary evidence in support of the category claimed.

8. All documents and claims submitted by the bidder shall be subject to verification by AIIMS Deoghar. In case any information, document or claim is found to be false, misleading, inconsistent, unverifiable or materially incorrect, the bid may be rejected at any stage, without prejudice to any other action permissible under the tender conditions and applicable rules.

9**. Outright Disqualification:** Any bidder obtaining **0 (zero) marks in any one of the Technical Evaluation Criteria (Sl. No. 1 to 5)** shall be **disqualified outright**, and no further technical evaluation shall be carried out for such bidder.

Such bidder shall not be considered technically qualified, irrespective of whether the bidder otherwise obtains or exceeds the minimum qualifying score of 50 marks out of 100.

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

Eligibility criteria/Document to be attached

Sl. No.	Parameter	Required Description	Yes/ No	Page No.	Remarks
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.			
2	Experience	The Bidder must have a minimum of five (05) years of experience in providing Mechanized and Automated Cleaning Works services to any Central/State Government Hospital having an approved bed capacity of not less than 500 beds, INI Hospital having an approved bed capacity of not less than 500 beds, AIIMS, or Any Central Public Sector Undertaking (CPSU), Central Government Department/Organization, Central Autonomous Body, IIT, IIM, NIT, IIIT, or other Central Government Institution. The Bidder must submit Experience & Work Completion Certificates duly signed by the authorized signatory of the respective organization/institution, along with the corresponding Work Orders & Agreements as documentary evidence Ongoing/running contracts shall also be considered only where the bidder submits a certificate issued by the competent authority of the client organization confirming satisfactory execution of the work during the relevant period and certifying that the value of work executed/paid during the said period meets the prescribed minimum financial threshold. **Note:** Overlapping work/contracts undertaken during the same financial year shall be considered as **01 year of experience only** and shall not be counted multiple times for the purpose of fulfilling the experience criteria.			
3	Satisfactorily completed Work	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 2025. OR Two **similar works*** in each costing not less than ₹ **7,00,00,000/-** in last 5 years ending 31st December, 2025. OR One similar work each costing not less than ₹ **10,00,00,000/-** in last 5 years Ending 31st December, 2025.			

		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 .**			
4	Average Annual Turnover	The bidder shall have an average annual turnover of not less than ₹15,00,00,000 (Rupees Fifteen Crore only) during last three completed and audited financial years, duly certified by a CA with a valid UDIN. For verification, the bidder shall upload the CA-certified Average Annual Turnover Certificate along with the audited Balance Sheets and Profit & Loss Accounts/Income Statements and ITRs for the respective three financial years. The turnover shall be verifiable from the submitted financial documents.			
5	GST Registration	Certified Copy of GST Registration certificate which should be in the Name of the Tenderer/agency with (Latest paid Challans).			
6	Legal Entity	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. 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. c. PAN Card and Registration of firm with concerned Authority as valid legal entities.			
7	License	The Bidder must be registered under Contract Labour (Regulation & Abolition) Act 1972. 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.			
8	Character Certificate	The bidder shall submit character certificates of its Directors/Partners/Proprietor, issued by the District Magistrate or Police Authorities, not older than six (06) months as on the date of bid submission.			

9	Self-declaration	a) The service provider should not be black listed or debarred/prohibited from participating in tender process by any organization. b) Declaration regarding signing of bid document if signed by the representative of the bidder. c) Declaration regarding non-working any near relatives in AIIMS Deoghar. d) Integrity pact as per attached format with tender document.			
10	Training Centre	**a.** The bidder shall submit valid address proof of the training centre, either in its own name or in the name of the hired agency. • In case of owned premises, documentary proof of ownership shall be submitted. • In case of rented/leased premises, a valid rent/lease agreement shall be submitted. • In case the training facility is arranged through a hired agency, a copy of a valid MoU/Agreement between the bidder and the agency shall be submitted. **b.** Recent photographs of the training centre(s) clearly depicting infrastructure and facilities shall be submitted. The training centre may be subject to physical verification by the institute, if required.			
11	I.T Returns	I.T return for the last three financial years.			
12	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).			
13	Manpower Details	Details about the agency, clearly indicating details of managerial, supervisory and other staff & Officers working in the organization.			
14	Declaration by the bidder	"Declaration by the Bidder" (On ₹ 100 Stamp paper) as mentioned in tender document should be uploaded.			
15	EMD	@ ₹24,00,000/- (Rupees Twenty-Four Lakhs only) shall be submitted in favour of the Executive Director, AIIMS Deoghar, payable at Deoghar.			
16	Work Satisfactory Performance Certificate	**Work Satisfactory Performance Certificate** issued and signed by the **Head of the Institution / Authorized Signatory** of the concerned organization for which experience is attached.			
17	Valid ISO Certificate	The bidder should possess a valid ISO 9001:2015 certification for Quality Management System, with scope covering mechanized and automated cleaning, housekeeping, and allied services. The certificate must be valid as on the date of bid submission.			

18	Relevant Annexures	Annexures mentioned in this tender document shall be duly filled, signed, and submitted along with relevant supporting documents.			
19	Form's	All forms mentioned in this tender document shall be duly filled, signed, and submitted along with relevant supporting documents.			
20	Any other document	As required, as per this Tender Document			

Important Note Regarding Above Table:

1. All bidders are directed to mention page number instead of simply mentioning "Yes/No" Page number/serial number MUST be given to each and every page of Tender Documents and photocopies of the documents attached.
2. Mentioning Page number, wherever the copy(ies) of the document(s) attached is mandatory.
3. All the pages of the bid documents and supporting documents, annexure/enclosures etc. must be numbered serially, signed and stamped by the bidder and mention the total number of pages.
4. In case of non-fulfilment of any of the above information/ document(s), the bidder may be summarily rejected and may not be considered for further processing of this Tender.

अखिल भारतीय आयुर्विज्ञान संस्थान देवघर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES DEOGHAR
2019
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Terms & Conditions:

1. Fees and Payments:-

In consideration of agency providing the services, as defined in this tender, Institute shall pay to the agency at the rates prescribed Price Bid 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 ₹ **24,00,000/-** to be attached with online bid documents. It is also clarified that the bids submitted without earnest money will be summarily rejected.

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 MSE firm is registered for above service, then the firm will be exempted for submission of EMD amount.

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. Performance Security Deposit:-

a) The successful bidder shall have to submit a 5% 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 5% Performance Bank Guarantee / 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 Tendering, AIIMS DEOGHAR, Jharkhand Pin-814152. 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 90 days beyond the expiry of contract.

1. 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. <u>Contract Period: -</u>

The duration of the contract shall be ***for a period of Two (02) years which may be extended for another one year 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. <u>Validity of the bids:</u>

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. <u>Right of Acceptance: -</u>

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. <u>Late Tender:</u> There is NO PROVISION of uploading late tender beyond stipulated date & time in the e-tendering system.

6. <u>Clarification of Offers</u>: -

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 statuary 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 laborer's/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.

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: -

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) Contract Labour (Regulation Abolition) Act ,1970;
b) Minimum Wages Act,1948 and Payment of wage act, 1936
c) Workmen's Compensation Act,1923;
d) The Employee Provident Fund Act, 1952;
e) Employee State Insurance Act, 1948;
f) The Payment of Bonus Act, 1965; Gratuity Act, 1972 and Equal Renumeration act,1976
g) The Child Labour (Prohibition and Regulation) Act, 1986
h) POSH Act, 2013
i) Quantum of reservation as per Government of India orders/PMSSY Rules & Regulations, and rule of Jharkhand government.
j) The agency shall comply with the provisions of the Code on Wages, 2019, the Industrial Relations Code, 2020, the Occupational Safety, Health and Working Conditions Code, 2020, and the Code on Social Security, 2020, along with all applicable rules, regulations, and amendments issued from time to time.
k) The agency shall also comply with any new labor codes as and when they are notified by the govt. of India during the contract period.
l) The agency shall be solely responsible for ensuring full compliance with all applicable labour laws, including those related to gratuity, wages, allowances, bonus, EPF, and ESI, in respect of the personnel deployed at AIIMS Deoghar. Any liability arising out of non-compliance, including payment of gratuity or

compensation, shall be borne entirely by the agency. AIIMS Deoghar shall not be held liable for any such payments or legal obligations.

m) The Pradhan Mantri Rojgar Protshan Yojana

n) The Agency shall ensure full compliance with 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.

o) **Compliance with Waste Management and Pollution Control Regulations**: The Agency shall strictly comply with the Bio-Medical Waste Management Rules, 2016, as amended, Solid Waste Management Rules, 2016, as amended, Plastic Waste Management Rules, 2016, as amended, and all applicable guidelines/directions issued by the CPCB and Jharkhand State Pollution Control Board (JSPCB) from time to time. The Agency shall ensure proper segregation, collection, handling, transportation and disposal of biomedical, general and plastic waste in accordance with the prescribed procedures and colour-coding requirements, and shall not mix biomedical waste with general waste. Biomedical waste shall be handed over only to the authorised Common Bio-Medical Waste Treatment Facility (CBWTF)/authorised agency as applicable. The Agency shall comply with all applicable JSPCB authorisation, consent, reporting, record-keeping, barcoding and other statutory requirements, and any violation shall attract appropriate penalty/deduction and other contractual action as per the tender conditions and applicable law.

p) The successful agency shall indemnify and keep indemnified AIIMS Deoghar, its officers against any loss, damage, claims, liabilities, penalties, legal proceedings, costs, or expenses arising out of any act of omission or commission, negligence, misconduct, breach of contract, violation of statutory provisions, labour laws, or third-party claims attributable to the agency or its personnel during the execution of the contract.

Any compensation, penalty, or damages imposed by any court of law, statutory authority, or government agency due to the agency's failure to comply with applicable laws, rules, regulations, or contractual obligations shall be borne solely by the agency.

AIIMS Deoghar shall not be held responsible for any such liabilities and reserves the right to recover any loss or expenditure incurred on this account from the agency's pending bills, Performance Security Deposit, or any other dues payable under the contract.

NOTE:

- Successful bidder shall be fully responsible for any accident or mishap involving manpower engaged by him and any claim made on this part will be paid by the successful bidder. The Successful bidder shall indemnify the Institute from any claims arising out of accidents or mishaps, disabilities of any nature or death, or arising out of provisions under law or of any other nature/ any loss caused by manpower in respect of all manpower engaged by successful bidder.

- In case the successful bidder fails in fulfilling the obligations of work/service under the contract, fully and in time, the Institute shall have the absolute right to take up the work at the successful bidder's cost and risk, and recover all such expenses from the amounts due to the successful bidder including their security deposit

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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 AIIMS Deoghar reserves the right to impose the penalty as detailed below:

Sl. No.	Parameter / Nature of Default	Penalty / Action
1.	Not displaying Photo ID	₹500 per instance
2.	Worker not in proper Uniform / PPE	Uniform: ₹1,000 per instance PPE: ₹500 per instance
3.	Misconduct (Smoking, Drinking, Sleeping, etc.)	₹5,000 along with the immediate removal
4.	Absenteeism / Shortage / Under-deployment	₹5,000 per instance
5.	Failure to Provide Replacement	Supervisor absence: ₹10,000 per instance (if not replaced within 2 hours)
6.	Delay in Commencement of Work	2% of annual contract value per week (subject to a maximum of 2 weeks)
7.	Delay in Wage Payment	0.5% of the total monthly wage liability per day (minimum ₹2,000 per day)
8.	Unsatisfactory Performance / Lapses	Individual Complaint: ₹10,000/instance Committee: ₹50,000/instance Monthly Report: ₹80,000/report
9.	Consistently Unsatisfactory Services	5% of the annual contract value (if > 1 week)
10.	Verified Complaints from Public/Patients	₹10,000 per instance per day
11.	Damage, Loss, or Theft of Property	Fully recovered from the contractor after assessment
12.	False Documentation / Misrepresentation	Legal action, termination of contract, and forfeiture of performance security
13.	Failure to Execute Work on a given day	₹50,000 per day for general breach/contravention
14.	Statutory Dues / Labour Law Violations	Additional 1% penalty per week if AIIMS is forced to make direct payments
15.	Deployment of Unverified/Untrained Staff	Falls under general breach
16.	Equipment / Machinery Defaults	Machine out of order: ₹5,000 per machine per day Wrong chemicals: ₹5,000 per instance
17.	Garbage Disposal Failure	₹20,000 per day per location
18.	Breach of Confidentiality / Security	Falls under general breach
19.	Complaints are not registered or not redressed	₹5,000 per instance
20.	Any other breach, violation, or contravention of terms	₹5,000 per day
21.	Breach of Contract	Up to 10% of the Total Annual Value of the contract, or cancellation at the contractor's risk and cost
22.	Unsatisfactory Area Deficiencies	₹10,000 per instance per day for the specific assigned area
23.	Direct Payment Intervention	Additional 1% of the monthly bill per week if AIIMS is forced to make direct payments
24.	Delay in Performance Security Deposit (PSD)	Penal interest of 15% per annum for delays beyond 15 days

25.	Subletting	Immediate termination and forfeiture of the PSD/PBG
26.	Default & Cessation of Services	Recovery of any additional expenditure incurred by AIIMS for making interim arrangements

Note: Repeated instances of non-compliance, service deficiency, or violation of statutory obligations may lead to termination of contract and forfeiture of Performance Security, in addition to penalties.

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.

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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 GEM will be opened in the office as mentioned in the Tender Notice. 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 PBG/PSD will be forfeited.

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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 10 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. <u>Representation and warranties:-</u>

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. <u>Manpower Regulations:</u>

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 bids/ quotations and to cancel the bidding process and reject all bids/ 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.

34. "The Bidder has to comply with all the provisions of the labour laws and all other applicable rules/regulations/laws.

35. As this tender follows the Quality and Cost Based Selection (QCBS) method (30% Technical and 70% Financial weightage), the contract will be awarded to the bidder who secures the Highest Combined Score (H1 Bidder) in compliance with all tender conditions.

In the event that two or more bidders achieve the same Highest Combined Score (Tie Bidders), the tie shall be resolved using the following sequential criteria:

i. The bidder securing higher marks in the Technical Evaluation (as per the evaluation matrix) will be preferred.

ii. If the Technical Evaluation marks are also equal, the bidder having the higher Average Annual Turnover during the last three preceding financial years will be preferred.

iii. If the Average Annual Turnover is also identical, the final selection will be made through a transparent "Draw of Lots" in the presence of the Tender Evaluation Committee and the authorized representatives of the tied bidders."**.**

FORM-"A"

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	No of Manpower	Supervisor	Frequency of cleaning	Cleaning of Floor	Cleaning of Ceiling	Cleaning of Wall, Doors, Windows, Glass	Cleaning of Furniture, Table, Beds, Instruments, etc.	Dress code/ Attitude	Any Foul Smell	Aggregated
Total					20	10	20	20	10	20	100
1	Day by day										

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 95%.
- Payment shall be linked to the monthly performance of the sanitation services. If the overall average performance score is **95% or below**, payment shall be restricted to **95% of the applicable quoted amount**.
- If the performance score is **above 95%**, payment shall be made as per the **actual percentage achieved**. Persistent or serious failure to meet the prescribed standards shall attract **penalty/deduction** as per the terms and conditions of the tender.

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.

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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 MANPOWER TO BE EMPLOYED FOR THE WORK

S.No.	Designation	Number available for this work	Remarks
1	**2**	**3**	**4**
1	Sanitary Supervisor		**1.** 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). **2.** One Sanitary Supervisor for 12-15 Sanitary Attendants. **3.** One plumber should be physically available at all times depending upon the size of the healthcare organization.
2	Sanitary Attendant		
3	Machine Operator		
4	Store Keeper		
5	Plumber		

i. Bidder shall provide an **Offer/Appointment Letter and monthly Salary Slip** to all deployed manpower and shall maintain proper employment and payment records for verification by AIIMS Deoghar authority.

ii. Bidder shall provide a valid **Medical Fitness Certificate of all deployed manpower on a yearly basis** and ensure that only medically fit personnel are engaged for housekeeping services at AIIMS Deoghar.

iii. The Agency formulate its own policies regarding recruitment, qualification, experience, deployment and management of its personnel, subject to compliance with applicable statutory provisions and the terms and conditions of the tender.

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	Walk Behind Automatic scrubber dryer	4				
2	Single Disc scrubber machine	5				
3	High pressure jet cleaning machine (150+ bar)	6				
4	Industrial Wet & Dry Vacuum Cleaner (minimum 60–80 L, preferably HEPA filter)	5				
5	Ride on road sweeper	2				
6	Industrial Steam Cleaning & Sanitization machine	3				
7	Ride on auto scrubber driver	2				
8	Multi Use Trolleys/Bucket Carrying Trolleys	As per requirement				
9	Backpack Vacuum Cleaner with HEPA Filter	2				
10	Battery-operated Leaf Blower	4				
11	Water-fed Pole Cleaning System	2				
12	High reach Telescopic Dusting System	4				
13	Garbage Collection Trolley (Covered)	15				
14	Colour-Coded Bio-Medical Waste Collection Trolleys (compatible with BMWM Rules, 2016, with covered bins)	As per requirement				
15	Water Suction pump(1HP)	02				

16	Liquid Soap Dispenser along with liquid soap	As per requirement				
17	Other Equipment/Items (As per Institute's requirement)	As per requirement				

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)

अखिल भारतीय आयुर्विज्ञान संस्थान देवघर
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Annexure- A

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 GEM 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.

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Place:……
Date:……
Seal :
Address:

(Signature of Bidder with seal)
Name :

Annexure- B

It should be uploaded on letter head.

Bid Security 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 :

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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 equipment's 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 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 entrained.

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 requisites 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.

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ANNEXURE - C

EXTRA 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. All **Forms** mentioned in this tender document shall be submitted along with relevant supporting 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. Latest EPF and Paid Challan Copy of ESIC will be considered instead of no-dues certificate.
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 should be enclosed.
14. Annual Turnover of bidder in each of the last three year must not be less than ₹ 15.00 Cr.
15. Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three financial years, should be attached with bid.
16. "Declaration by the Bidder" (On ₹ 100 Stamp paper) as mentioned in tender document should be uploaded.
17. 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.

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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. The Bidder shall provide round the clock sanitation services at AIIMS, OPD in the areas specified in Tender.
2. The list of minimum manpower to be provided by the firm for Hospital/Centre/Block based on category and number is specified in Tender. However, the deployment of personnel may vary on dynamic basis based on varying requirements of the client with prior approval of competent authority. The Job Responsibilities of various personnel being deployed to execute the work awarded has been specified in Tender.
3. Mechanized Equipment/Machines, wherever required would be procured, used and maintained by the bidder. Indicative list of minimum number of Equipment/machines is given in Tender**.**
4. Wet mopping and Vacuum cleaning to be done for cleaning in all the areas of responsibilities, as specified in Tender**.** Brooming and dusting is not permissible.
5. Bidder would ensure that the Hospital/Centre/Block is neat and clean by 8:00 am in the morning daily and would ensure cleanliness throughout the day. While doing cleaning at night hours, it should be ensured that patients and attendants are not disturbed.
6. Bidder shall ensure cleaning of every area of the Hospital/Centre/Block as mentioned in Tender viz. Toilets, Patient care areas, Office areas, lab areas, support areas etc. It should include cleaning of all furniture and furnishings, grills, windows, sign boards, notice boards, paved corridors, Door mats, Internal Open Areas, specified external open & green areas.
7. Washing/scrubbing of OT's, Dressing Rooms, Treatment Rooms & washing of OT chappals/slippers.
8. Bidder shall ensure dusting of all specialized items such as firefighting equipment (Only dusting), CCTVs, Public address system, Overhead Projectors, Equipment, etc. installed at the areas mentioned above.
9. **Cleaning of urine pots, bed pans, sputum mugs or other patient care items shall be carried out as and when required.**
10. The bidder will also be responsible for minor sanitary and plumbing repairs like leaking taps, pipes, waste pipes, jets, seal traps, bottle traps, Jalis etc. under intimation to the Nursing officer in-charge of the ward/area. For this purpose, a plumber, with adequate availability/store of consumables/spare parts so required, will be deployed round the clock. Deployed plumber or supervisors should report any other major sanitation and plumbing repairs (not covered under above clause) to the Engineering department and get the same rectified from them. They should also inform to the nursing officer or ANS in-charge of the area.
11. Good Quality Plastic mugs of reputed brands viz. Milton/Cello/Nyasa, made of PVC with at least 1.5 litres capacity with Frosty finishes with shine, light weight, Scratch Proof shall be provided in all the washrooms/toilets at all times.
12. Contractor/service provide shall have to get all deployed/engaged personnel trained within six months of award of work from a recognized training institute. During the duration of the contract, if any new worker is recruited by the firm after six months

of award of work, it has to be ensured that such worker receives training within one month of recruitment.

13. The bidder shall engage in periodic and continual training of staff to maintain quality and standard of services. Approval shall be taken from the Competent Authority with respect to the content of training being provided to the Sanitation workers. The documentary evidence and Video/Photographic recording of the trainings conducted should be submitted by the agency every three months to the Sanitation Officer for perusal of Duty Officer and Faculty in charge Sanitation Services for the respective areas mentioned.

14. The deployed personnel shall attend to the specified hours of technical and soft skill training sessions as per the prescribed norms of the industry and requirement of the client i.e., AIIMS

15. The bidder shall perform all sanitation related activities as per the Standard Operating Procedures (SOPs) prescribed by the National Guidelines issued by MoHFW for cleaning of Hospitals.

16. The heavy duty colour coded hand gloves/gum boots to be used by the sanitation workers of the firm shall be provided by the firm.

17. The firm shall provide hand wash of any of the following brands in pack of 300ml with dispenser. It shall be noted that no refilling would be allowed.

1. Dettol
2. Sevlon
3. Lifebuoy

18. The bidder shall procure the consumables/chemicals/detergents/disposables/disinfectants and other stores related to sanitation & housekeeping preferably from reputed firms/brands. The contractor shall use detergent, chemical, disinfectants, cleaning solution of any of the four mentioned brands;

1. JOHNSON AND DIVERSEY or equivalent
2. ECO LAB-HENKEL or equivalent

These chemicals should not damage/cause harm to the property of the AIIMS or the users. The approval of the authorized representative of the AIIMS shall be obtained before placing the purchase order. AIIMS shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the store keeper of the contractor. The authorized representatives of AIIMS can carry out surprise checks of the stores without any prior intimation. The firm is bound to change any chemical, consumable; detergent to the satisfaction of the Institute authorities. Material Safety Data Sheet (MSDS) must be readily available for each item in case of accidents. If a refillable bottle is used for storing disinfectant solution, it should never be topped up with fresh disinfectant.

18.1 These chemicals shall be diluted using the mechanized system of dilution and it shall be as per the manufacturer's instructions.

19. Three bucket trolley (clean water, disinfectant/cleaning solution and wringer bucket shall be provided by the bidder and no cleaning material and consumables shall be manually transported. These trolleys shall also be used during cleaning activities. One trolley should be made available in each patient care area.

19.1 The contractor/Service Provider shall participate in various initiatives undertaken by the Institute in response to KayaKalp or any other scheme as mandated by the Govt. No extra payment shall be made for such participation in such activities.

20. **Site visit**: The prospective bidders are advised to inspect the sites and collect all

information related to manpower, mechanized cleaning etc., that they consider necessary for proper assessment of the prospective assignment. Bidder shall be deemed to have full operational knowledge of the site, whether they inspect or not and no extra charges consequent to any misunderstanding or otherwise shall be allowed.

21. The bidder shall be responsible for arranging and maintaining at his own cost all materials, manpower, consumables & accessories, facilities for workers (PPEs, transport facility etc.) and all other services required for executing the work. Participation in the bidding process implies that the bidder has read and understood the terms and conditions, scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.

22. **Shift Frequency**: All office areas shall have one shift whereas OPD's will have two shifts and rest all patient care areas will have three shifts i.e. 24x7 sanitation services 365 days in a year.

23. **Uniform & Identity Card:** The workers engaged by the firm for the proposed sanitation services shall wear a distinct uniform approved (color, design etc.) by the appropriate authority at AIIMS & identity card issued by the approved firm/contractor in consultation with Sanitation Officer/Officer, I/C Sanitation services. It will be the responsibility of the service provider to provide minimum two sets of uniform every year to each worker and ensure compliance with same. Staff engaged by the service provider shall always display the identity card while on duty with in the AIIMS premises, which can be checked randomly and non-adherence will invite a penalty.

24. **Immunization**: The service provider shall provide Personal Protective Equipment (PPE) and immunization to all the staff engaged by them. The record for immunization against Tetanus & Hepatitis B must be maintained and produced for all the personnel employed at the time of commencement of services and failure to produce the same within 03 months (from date of commencement of operations/services) will attract penalty of Rs. 5000/- per un-immunized employed engaged/deployed. The records should be made available to the appropriate authority for examination, whenever required/asked for. In case of situations like pandemic/epidemic/disease outbreak etc., the firm/service provider shall have to provide the vaccines, if so required, for vaccination/immunization to their workers.

25. **Needle-stick Injury Reporting:** Needle-stick/sharps injury reporting is mandatory as per the Bio-Medical Waste Management Rules-2016 and it must be ensured that it is strictly complied with in terms of prevention and immediate reporting to the Nursing Officer/Sanitation Officer (H)/Sr. Sanitation officer must be done in writing. Non-reporting of the same by the affected employee and/or their supervisory staff to the designated authorities shall invite penalty against the service provider/firm, as detailed in the penalty clauses. In such an event, the injured person/staff should get/be asked to get the post exposure prophylaxis immediately in the Casualty under the Department of Emergency Medicine, AIIMS, and subsequently he/she can be referred to the ESIC Hospitals, if required, for further treatment, depending up on the advice of the treating physician/the doctor who attended the injured/affected staff member in casualty of AIIMS.

26. **Biomedical Waste Disposal and Penalty:** The Agency shall ensure that the biomedical waste is collected and transferred to the designated place/authorized disposal facility on a daily basis and within the prescribed time schedule, as per applicable rules and the directions of AIIMS Deoghar. A specific penalty provision shall be incorporated for failure/delay in collection or disposal/transfer of BMW, improper handling, unauthorized dumping or non-compliance with the prescribed procedure. Such failure shall attract penalty/deduction as determined by AIIMS Deoghar in accordance with the tender conditions.

Contingency services:

i. The service provider shall have to provide cleaning services in the entire premises as and when the contingency arises, on any day of the week.

ii. The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.

iii. No extra payment shall be charged for this contingency work.

27.Key Performance Indicators (KPI).

S. No.	Sanitation & Housekeeping Services	Frequency (TAT)	KPI (Indicators)
01.	General Cleaning of the Hospital/Centre/Block: **A. <u>High Risk Areas</u>:** OTs, ICUs, HDUs, Emergency department, post-operative units, Surgical wards, Labour Room, Hemodialysis Unit, Central Sterile Supply Department (CSSD)/Theatre Sterile Supply Unit (TSSU) and other facilities	As mentioned, and as per need in addition to Once in two hours and spot cleaning as and when required	No litter, no surface stains. no dust, no odour. Satisfactory Inspection reports/Log books, feedback and other documentations as may be deemed fit by the Institute. Cleanliness as per SOP.
	B. <u>Moderate Risk Areas</u>: Medical wards, Laboratory areas, Blood bank, Pharmacies, Dietary services, laundry services, Mortuary, Nurses/ Doctors rest rooms, Rehabilitation Areas and Psychiatric wards.	Once in Four hours and spot cleaning as and when required	No litter, no surface stains, no dust, no odour. Satisfactory Inspection reports/Log books, feedback and other documentations as may be deemed fit by the Institute. Cleanliness as per SOP.
	C. <u>Low Risk Areas</u>: Administrative areas, faculty and doctors' offices, seminar rooms, stores, staff rooms, non-sterile supply areas, record room, etc.	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 and when required	No litter, no surface Stains, no dust, no odour. Satisfactory Inspection reports/Log books, feedback and other documentations as may be deemed fit by the Institute. Cleanliness as per SOP.

02.	Supply of sanitation & housekeeping consumables e.g. toilet papers, disinfectants, cleaning chemicals,	Twice daily	Records with details of issued consumables on daily basis
03.	Cleanliness of Dustbins & internal/at source segregation of Bio-Medical & Municipal Waste:	3 hourly, and as and when needed	1. Bins free of stains, or dirt, 2. Colour coding bags to match the colour of bins 3. No litter, no odour. 4. Compliance to checklist, Activity logs, Feedback system in place & inspection reports.
04.	Damp dusting of the chairs, tables & stretchers in all patient care and office areas.	Once daily and as and when needed	No litter, no surface stains, no dust, no bad odour. Checklist, activity logs, Feedback, Inspection reports.
05.	Damp dusting - Entire workstation area	Once daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs, Feedback and inspection reports.
06.	Damp dusting - telephones, fax machines, photocopiers, computers and other office equipment.	Once daily and as and when needed	
07.	Lobby areas of all floors are scrubbed, cleaned and mopped with cleaning solutions & polishing.	Thrice daily and as and when needed	
08.	Cleaning of all doors and window glasses as well as Damp dusting of all the window glasses and all the glasses within 08 feet from the floor is done before 8:00 AM.	Once daily and as and when needed	Surfaces of glass are clear of all streaks, spots and marks, including fingerprints & smudges. Doors & Internal/external doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and cobwebs
09.	Air vents, relief grills and other ventilation outlets are kept unblocked and free of dust, grit	Once daily and as and when needed	No litter, No surface Stains. No dust, Checklist, activity logs, Feedback and inspection reports.

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10.	Passages, common areas	Thrice daily, and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs, Feedback and inspection reports.
11.	OPD areas	Twice daily and as and when needed. OPD shall be cleaned before closing in the evening.	
12.	Maintain all toilets and washrooms in hygienic and odourless condition along with periodic checklist maintenance.	Hourly cleaning for OPD, in-patient & Emergency areas, once per shift in all other area and as per requirement. In OPD, in-patient & Emergency areas one SA shall be exclusively deployed for toilets & washrooms for continuous cleaning.	
13.	Wash the drinking water areas with soap and scrubber.	Thrice daily & as and when required	No stains, No dust, No odour. Inspection and feedback reports.
14.	Check and replace the toilet soap solutions, naphthalene balls & urinal cakes.	Thrice daily (once per shift) & as & when required	No litter, No surface Stains. No dust, No odour. Housekeeping Checklist, activity logs, Inspection & Feedback.
15.	Clean and shift all unwanted/disposable materials collected from all floors to the main garbage collection area.	Thrice daily (once per shift) & as & when required	
16.	Clean the wards by mopping the floors and ensure all the sanitation & housekeeping equipment are kept clean.	Thrice daily (once per shift) & as & when required	
17.	Cleaning & shifting to sluice rooms of Bed pans/urine bottles/urine pots/spittoons etc.	As and when required	

18.	Clean the pantry regularly	Thrice daily & as and when required	Fixtures, surfaces and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs. Cooking fixtures and appliances are kept free from signs of use or non-use. Motor vents etc. are clean and free of dust, dirt and lint. Refrigerators/freezers are clean and free of ice build-up. No litter, No surface stains. No dust, No Odour. Housekeeping Checklist, activity logs, Inspection & Feedback.
19.	Clean the window grills installed in corridors and windows	Twice daily	All ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. All ventilation outlets are kept clean and uncluttered following cleaning. No litter, No surface stains, No dust. Housekeeping Checklist, activity logs, Inspection & Feedback.
20	Cleaning of the administration offices, doctor's cabin & Consultation rooms	Twice daily	No litter, No surface stains, No dust, No Odour. Housekeeping Checklist, activity logs, Inspection & Feedback.
21	Cleaning of the staircase, lifts and ensure the area is mopped and railings cleaned	Twice daily & as and when required.	
22	Cleaning of the private ward patient's rooms	Thrice daily & as and when required	
23	Repair/replacement of leaking drains, leaking taps, pipes, waste pipes, jets, seal traps, bottle traps, Jalis etc.	Once daily and as and when required	Checklist, Inspection and feedback.
24	Cleaning of the Open and outer/external areas (wherever applicable)	Once daily and as and when required	Checklist, inspection and feedback.

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28. **List of weekly & Fortnightly Activities.**			
A.	Clear the rear stair case of all floors	Twice a week	No surface Stains, No dust. Checklist, Inspection and Feedback.
B.	Clean workstation beadings and partitions	Twice a week	
C.	Clean the lobby areas by using scrubbers and eco-friendly chemicals	Twice a week	
D.	Clean the Venetian/window blinds	Once a week	
E.	Cleaning all the window glasses with cleaning solutions	Once a week	
F.	Washing the areas of responsibility in a scheduled manner with soap and water. (Gang Washing)	Once a week	
G.	Dry and wet mopping of side walls	Twice a week	
H.	Polishing of floors	Once a week	
I.	Cleaning of cobwebs	Once a fortnight & as & when required.	
J.	Vacuum dry- cleaning of Upholstery, carpets, shampooing of chairs and sofas in identified areas.	Once a month	
K.	Scrubbing of entire premises, side walls, marble surfaces and tiles	Once a fortnight	

OTHER SCOPE & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING

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

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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

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Annexure- D 2

SOP FOR CLEANING OF SETTING OF DIRTY UTILITY ROOM

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

PUNCTURE PROOF CONTAINER	BLUE	YELLOW ANATOMICAL & PATHO-LOGICAL
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 Fluide: Cytotosix 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% Bacillocid.
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.

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Annexure D 3

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.

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Annexure D 4

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 MID DAY	1:00 P.M.
5:00 P.M.	3:00 P.M.	4:00 P.M.

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Annexure D 5

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.

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Annexure D 6

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, staring 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.

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Annexure D 7

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.

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Annexure D 8

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.

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Annexure D 9

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.

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Annexure D 10

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.

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Annexure D-11

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 brushed at least thrice a day.

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Annexure D-12

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

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Annexure -E1

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 1st from 7.30am and 2nd from 4.00pm as and when required	Dusters	Safai karamchari
IV.	Mopping with wizard	Twice in a day 1st from 7.30am and 2nd from 4.00pm as and when required	Wizard	Safai karamchari
V.	Mopping with Sodium Hypochlorite	Twice in a day 1st from 11.00am and 2nd from 6.00pm as and when required	1% Sodium Hypochlorite	Safai karamchari
VI.	Washing cleaning	Three times in a day 1st start from 7.30am 2nd from 11.00 am 3rd 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 Hypochlorite 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.	Mopping with wizard	After every 3 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
		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.	Mopping with wizard	Twice in a day 7.30am and 3.00pm 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
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)

Annexure C-1

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.

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Annexure C-2

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.

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Annexure C-3

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.

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Annexure C-4

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.

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Annexure C-5

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.

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Annexure C-6

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 of 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.

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Annexure C-7

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 to 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.

अखिल भारतीय आयुर्विज्ञान संस्थान देवघर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES DEOGHAR
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Annexure D

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 I 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.

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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.



Annexure-E

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.

Annexure –F

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)	Details of Areas of AIIMS Deoghar attached on page no. 101, of tender document	Per sq. mtr.
1.02	Mechanized & Automated cleaning works of Low-Risk Areas of AIIMS DEOGHAR (including toilets). (The payment shall be made on basis of floor area)	Details of Areas of AIIMS Deoghar attached on page no. 101, of tender document	Per sq. mtr.
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.	Details of Areas of AIIMS Deoghar attached on page no. 101, of tender document	Per sq. mtr.
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.	Details of Areas of AIIMS Deoghar attached on page no. 101, of tender document	Per month lump sum (in rupees)

Note: -

1. The above area table 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. The Total Financial Bid for evaluation purposes will be determined by adding the rates quoted at S. No. 1.01, 1.02, 2.01 & 2.02. As this tender follows the Quality and Cost Based Selection (QCBS) method, the lowest evaluated Total Financial Bid (L1) will be given the maximum financial score. The final award of the contract will be made to the bidder achieving the Highest Combined Score (H1) based on the 30% Technical and 70% Financial weightage, as detailed in the Techno-Commercial Evaluation section.

4. These rates 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.

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-814152

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.....[5% (Five 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 Rupees ..... only).
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 03 month from the date of validity i.e. (a) 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 GEM Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the GEM Portal, prepare their bids in accordance with the requirements and submitting their bids online on the GEM Portal.
More information useful for submitting online bids on the GEM Portal may be obtained at: https://gem.gov.in/ and www.aiimsdeoghar.edu.in .

REGISTRATION

1. Bidders are required to enroll on the GeM Portal (URL: https://gem.gov.in/) by clicking on the link "Online bidder Enrolment" on the GEM 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 GEM Portal.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the GEM Portal, to facilitate bidders to search active tenders by several parameters.
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 GEM 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 GeM 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 "Important Documents'' area available to them to upload such documents. These documents may be directly submitted from the "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 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 Price Bid 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 Price Bid 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 Price Bid 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 GEM Portal in general may be call directed to the 24x7 GEM Portal Helpdesk.

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

E-Tendering Portal: https://gem.gov.in/

Tender queries: procurement@aiimsdeoghar.edu.in



Annexure VIII

TRAINING MODULE FOR SANITARY ATTENDANTS

Module	Topic to be Included
Behavioral Skills	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	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 un acceptable touch 10. Barriers to communication
Workplace Efficiency	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	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	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	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.	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.	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.	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.	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.	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	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	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.	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	Awareness about clean linen and hospital / surgical gown and maintaining inventory	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	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.

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6	Ensure proper custody, operation and maintenance of hospital equipment.	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.
7	Carry out infection control measures.	Acquire basic understanding of 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	1. Demonstrate Disinfections practices. 2. Observe Sterilization practices. 3. Demonstrate Aseptic procedures.
8	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

INTEGRITY PACT

(On ₹ 100 Non-Judicial Stamp)

This pre-bid/pre contract Agreement (hereinafter called Integrity Pact) is made on _____day of _____(month & year) between ALL India Institute of Medical Sciences (AIIMS) Deoghar, Devipur, Deoghar, Jharkhand- 814152 (Hereinafter called "AIIMS, Deoghar", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Party.

And

M/s_____ , a company/ firm/ individual (status of the company), PSU/Partnership/Joint Venture and having its registered office at____ _____represented by Shri----------

, hereinafter referred to as "The Bidder/Contractor" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns of the Second Part.

Preamble

WHEREAS AIIMS, Deoghar proposes to procure, erect/construct/install under laid down organizational procedures, contract/s for _____(Name of the work/ goods/ services) and the Bidder/Contractor is willing to offer against NIT/Bid No____, aforesaid proposal of AIIMS Deoghar.

WHEREAS the Bidder/Contractor is a private company / public company/ Government undertaking/ partnership/ consortium/ joint venture company/ Firm/ Individual (status of the Company), constituted in accordance with the relevant law in the matter and the Buyer is AIIMS Deoghar.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the AIIMS Deoghar/Buyer to obtain the desired said (work/ goods/ services) at a competitive price in conformity with the defined specifications by avoiding

the high cost and the distortionary impact of corruption on public procurement, and enabling the Bidder(s)/Contractor(s) to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the buyer will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this Integrity Pact & agree as follows:

Section 1 – Commitments of AIIMS Deoghar

1) AIIMS Deoghar commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
   a. AIIMS Deoghar undertakes that no official of the institute, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the bidder/contractor, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
   b. AIIMS Deoghar shall treat all Bidder(s) with equity and reason during the tender process. AIIMS Deoghar shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.
   c. AIIMS Deoghar shall exclude from the process all known persons having conflict of interest.
   d. All the officials of AIIMS Deoghar will report to the appropriate Authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2) If the AIIMS Deoghar obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/IPC Act, or if there be a substantive suspicion in this regard, the AIIMS Deoghar shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceeding.

Section 2 – Commitments of the Bidder(s)/ Contractor(s)

1) The Bidder(s)/Contractor(s) commits themselves to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of the bid or during any pre-contract or post- contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -
   a) The Bidder(s)/Contractor(s) will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS Deoghar, connected directly or indirectly with the bidding/tendering process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation/completion of the contract.
   b) The Bidder/Contractor further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS Deoghar or otherwise in procuring/awarding the Contract or forbearing to do or

having done any act in relation to the obtaining or execution of the contract or any other contract with AIIMS Deoghar for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with AIIMS Deoghar.

c) The Bidder(s)/Contractor(s) shall disclose the name and address of agents and representatives and Indian Bidder(s)/Contractor(s) shall disclose their foreign principals or associates.

d) The Bidder(s)/Contractor(s) shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

e) The Bidder, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of AIIMS Deoghar or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

f) The Bidder/Contractor will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

g) The Bidder/Contractor will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

h) The Bidder/Contractor shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Employer as part of the business/work relationship, regarding plans, technical proposals, technical know & how and business details, including information contained in electronic data carrier. The Bidder/Contractor also undertakes to exercise due and adequate care lest any such information is divulged.

i) The Bidder(s)/Contractor(s) commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

j) The Bidder(s)/Contractor(s) shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

k) If the Bidder/Contractor or any employee of the Bidder/Contractor or any person acting on behalf of the Bidder/Contractor, either directly or indirectly, is a relative of any of the officers of AIIMS Deoghar, or alternatively, if any relative of an officer of AIIMS Deoghar has financial interest/stake in the Bidder(s)/Contractor(s) firm (excluding Public Ltd. Company listed on Stock Exchange), the same shall be disclosed by the Bidder/Contractor at the time of filling of tender.

The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act 2013.

l) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.

m) In case of sub-contracting, the bidder/contractor shall take the responsibility of the adoption of IP by the sub-contractor.

2) The Bidder(s)/Contractor(s) shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of AIIMS Deoghar.

Section 3 - Disqualification from the tender process and exclusion from future contracts

1) If the Bidder(s)/Contractor(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, AIIMS Deoghar is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes of

the Government of India.

Section 4 – Compensation for Damages

1) If AIIMS Deoghar has disqualified the Bidder(s) from the tender process before the award according to Section 3, AIIMS Deoghar is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2) If AIIMS Deoghar has terminated the contract according to Section 3, or if AIIMS Deoghar is entitled to terminate the contract according to Section 3, AIIMS Deoghar shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

1) Bidders to disclose any transgression with any other public/government organization that may impinge on the anti-corruption principle. The date of such transgression, for the purpose of disclosure by the bidders in this regard, would be the date on which cognizance off the said transgression was taken by the competent authority. The period for which such transgressions(s) is/are to be reported by the bidders shall be the last **three years** to be reckoned form date of bid submission. The transgression(s), for which cognizance was taken even before the said period of three years, but are pending conclusion, shall also be reported by the bidders.
2) If the Bidder makes an incorrect statement on this subject, AIIMS Deoghar shall act like para 2 of Section 4 above.

Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors

In the case of Sub-contracting, the Principal Contractor shall take responsibility for adopting the Integrity Pact by the Sub-contractor.

a) AIIMS Deoghar shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
b) AIIMS Deoghar shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Sanctions for Violations

1) Any breach of the aforesaid provisions by the Bidder/Contractor or any one employed by it or acting on its behalf shall entitle AIIMS Deoghar to take all or any one of the following actions, wherever required: -
    a. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder/Contractor. However, the proceedings with the other Bidder(s)/Contractor(s) would continue.
    b. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by AIIMS Deoghar and AIIMS Deoghar shall not be required to assign any reason thereof.
    c. To immediately cancel the contract, if already signed, without giving any compensation to the Contractor. The Bidder/Contractor shall be liable to pay compensation for any loss or damage to AIIMS Deoghar resulting from such cancellation/rescission and AIIMS Deoghar shall be entitled to deduct the amount so payable from the money(s) due to the Bidder/Contractor.
    d. To encash the Bank guarantee, in order to recover the dues if any by AIIMS Deoghar,

along with interest as per the provision of contract.

e. To debar the Bidder/Contractor from participating in future bidding processes of AIIMS Deoghar, which may be further extended at the discretion of AIIMS Deoghar.

f. To recover all sums paid in violation of this Pact by Bidder(s)/Contractor(s) to any middleman or agent or broker with a view to securing the contract.

g. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by AIIMS Deoghar with the Bidder/Contractor, the same shall not be opened/operated.

h. Forfeiture of Performance Security in case of a decision by the Employer to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

2) AIIMS Deoghar will be entitled to take all or any of the actions mentioned at section 7 of this Pact also on the Commission by the Bidder/Contractor or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder/Contractor), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

3) The decision of AIIMS Deoghar to the effect that a breach of the provisions of this Pact has been committed by the Bidder/Contractor shall be final and conclusive on the Bidder/Contractor. However, the Bidder/Contractor can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Section 8 – Independent External Monitor (IEM)

1) AIIMS Deoghar has appointed competent and credible Independent External Monitors (hereinafter referred to as monitors) for this Pact as per the recommendations of Central Vigilance Commission. The particulars of Independent External Monitors are as hereunder: -

Sr. No.	Name of IEM	Email ID	Address
1	Shri N. Shanker Reddy	shankerreddyips@gmail.com	H. No. 6-5-232-1; BRINDAVANAM, 80 Feet Road, Venkat Rao Nagar, Ram Nagar (PO), Anantapur -515004 (Andhra Pradesh)
2	Shri Arun Kumar Sharma	sharmaak6@gmail.com	F-501, Indian Oil Apartments, Plot No. C-58/23, Sector -62, Noida, Uttar Pradesh - 201301.

2) The task of the Monitor is to review, independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

3) The Monitor shall not be subjected to instructions by the parties' representatives and perform their functions neutrally and independently.

The Monitor would have access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders/Contractors as confidential. They report to the Executive Director, AIIMS Deoghar.

4) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction, all project documentation of AIIMS Deoghar, including that provided by the Contractor. Upon

their request and demonstration of a valid interest, the Contractor shall also grant the Monitor unrestricted and unconditional access to their project documentation. The same applies to Subcontractors.

5) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non- Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Executive Director, AIIMS Deoghar and recuse themselves from that case.
6) AIIMS Deoghar shall provide the Monitor with sufficient information about all meetings among the parties related to the Project, provided such meetings could impact the contractual relations between AIIMS Deoghar and the Contractor. The parties offer the Monitor the option to participate in such meetings.
7) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Executive Director, AIIMS Deoghar and request to discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
8) The Monitor shall submit a written report to the Executive Director, AIIMS Deoghar, within 8 to 10 weeks from the date of reference or intimation to him by AIIMS Deoghar and, should the occasion arise, submit proposals for correcting problematic situations.
9) If the Monitor has reported to the Executive Director, AIIMS Deoghar a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Executive Director, AIIMS Deoghar has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
10) The word 'Monitor' would include both singular and plural.

Section 9- Facilitation of Investigation

1) In case of any allegation of violation of any provisions of this Pact or payment of commission, AIIMS Deoghar or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder/Contractor and the Bidder/Contractor shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Pact Duration

1) This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings.
   If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/determined by the Executive Director, AIIMS Deoghar.

Section 12 – Other provisions

1) This agreement is subject to Indian Law. The place of performance and jurisdiction is AIIMS

Deoghar, Jharkhand.

2) Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.
3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.
5) Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.
6) In the event of any contradiction between the Integrity Pact and its Annex, the clause integrity Pact shall prevail

अखिल भारतीय आयुर्विज्ञान संस्थान देवघर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES DEOGHAR
2019
आरोग्यम् परमं सुखम्

The Parties hereby sign this Integrity Pact as part of the contract at on and parties concerned are bound by it provisions.

For and on Behalf of AIIMS Deoghar

Signature:
……
……

Name of the Officer:
……
……..

Designation:
……
……

Department:
……
……

For and on Behalf of Bidder

Signature:
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……..

Name of the Authorized Signatory:
……

Designation:
……
……

Seal:
……
……

Witnesses 1 (on Behalf of AIIMS Deoghar)

Signature:
……
……..

Name:
……
……..

Address:
……
……..

Witnesses 2 (on Behalf of Bidder)

Signature:
……
……

Name:
……
……

Address:
……
……

अखिल भारतीय आयुर्विज्ञान संस्थान देवघर
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AIIMS Deoghar (Inside Area)																											
S.N.	Building Name		High/Moderate risk Area in sqm																								
			Basement	GF	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	Terrace	Total Area(sqm)
1	Hospital	Block A	2151.25	2099.25	2183.7	2100.59	2183.7	2099.25	2099.25	2099.25																		17016.24
		Block B	2159.49	1970.94	1972.57	2092.83	1972.57	2120.41																				12288.81
		Block C		879.42	688.900																							1568.32
		Block D		2120.21	1945.12	1945.12	1945.12	1945.12																				9900.69
		Block E	1791.07	1813.82	1924.24	1931.7	1943.39	1984.61	1943.39	1943.39																		15275.61
2	AYUSH			1527.19	1334.1																							2861.29
3	Academic	Zone-1		139.4	139.4	139.4	251.7	1410.62																				2080.52
		Zone-2		1106.68	89.2	199.62	1028.25	1149.08																				3572.83
Sub Total=A																												**64564.31**
S.N.	**Building Name**		**Low risk Area in sqm**																								
			Basement	GF	1st	**2nd**	**3rd**	**4th**	**5th**	**6th**	**7th**	**8th**	**9th**	**10th**	**11th**	**12th**	**13th**	**14th**	**15th**	**16th**	**17th**	**18th**	**19th**	**20th**	**21st**	**22nd**	**Terrace**	**Total Area(sqm)**
1	Hospital	Block A																								2142	2142
		Block B																								1679.24	1679.24
		Block C	336.63	147.28	164.88	1146.02	135.88	491.38	135.88																	72.3	2630.25
		Block D																								1943.48	1943.48
		Block E	675																							2257.04	2932.04
		Block F	772.88	772.88	772.88	772.88	772.88	772.88	772.88																	746.6	6156.76
		Strecher Ramp(A-B)		168.29	168.29	168.29	168.29	168.29	168.29																		1009.74
		Strecher Ramp(D-E)		168.29	168.29	168.29	168.29	168.29	168.29																		1009.74
		MGPS plant room	480																							480	960
2	AYUSH																									1440.73	1440.73
3	Academic	Zone-1		1369.1	1267.42	1134	1023.25																			1183.86	5977.63
		Zone-2			1058.16	891.32																				1437.71	3387.19
		Zone-3		1144.94	337.91	1119.91	1103.66	1033.3																		1357.54	6097.26
4	Night shelter			948.63	962.14																					894.26	2805.03
5	Director residence			361.52	241.82																					185.63	788.97
6	Type 4&5			629.45	652.35	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	118.38	374.1	835.55	4859.05
7	Type 2&3			211.98	66.16	66.16	66.16	66.16	66.16	66.16	66.16	66.16	66.16														340.56	1147.98
8	PG married hostel			509.93	136.61	136.61	136.61	136.61	136.61	136.61	136.61	136.61	136.61	136.61	136.61	136.61											536.97	2686.22
9	Boys hostel-1			361.64	257.49	277.25	277.25	277.25	277.25	277.25	277.25	330.5	277.25	277.25	277.25	277.25	330.5	277.25	310.93	315.6	315.6	366.39	315.6	315.6			358.26	6627.86
10	Boys hostel-2			361.64	257.49	277.25	277.25	277.25	277.25	277.25	277.25	330.5	277.25	277.25	277.25	277.25	330.5	277.25	310.93	315.6	315.6	366.39	315.6	315.6			358.26	6627.86
11	Girls hostel			361.64	257.49	277.25	277.25	277.25	277.25	277.25	277.25	330.5	277.25	277.25	277.25	277.25	330.5	277.25	310.93	315.6	315.6	366.39	315.6	315.6			358.26	6627.86
12	Nurses hostel			382.4	303.69	409.33	409.33	409.33	409.33	409.33	409.33	475.26	409.33	413.71	331.84	331.84	404.32	331.84	331.84	331.84							388.1	6891.99
13	Fire station			323.82	158.28																							482.1
14	Auditorium			2939.76	810.15																						1325.69	5075.6
15	STP/ETP/WTP		1190.24																									1190.24
16	ESS-2 with HVAC plant			3563.58																								3563.58
17	ESS-3			417.64																								417.64
Sub Total=B																												**87158.04**
Total=A+B																												**151722.35**

S.N.	Description	Outside Area in sqm
1	Pathway	24470
2	Fire tender path	3287
3	Court yard hospital	3100
4	Central porch	3123
5	Service Ramp block A adjecent	443
6	Parking	8437
7	Road	65762
8	Platform and Plaza	5542
9	Basket ball court	1292
10	Lawn tennis court	1352
11	Badminton court	448
Total		**117256**