

Request for Proposal

For Outsourcing of Housekeeping Service

Issued By: Chief District Medical Officer-District Mission Director, Bhadrak



DEPARTMENT OF HEALTH AND FAMILY WELFARE

GOVERNMENT OF ODISHA

RFP Reference No. 5373 / Dated: 02-06-2018



OFFICE OF THE CDMO, Bhadrak
District Health Quarter Hospital, Bhadrak
(Department of Health & FW, Govt. of Orissa)



Advt no: 5373

Date: 02.06-2018

TENDER CALL NOTICE

Sealed tenders are invited from eligible NGO/firms/agencies/ Societies/Companies (having upto date VAT/GST clearance certificate) adequate experience in taking up of work for Cleaning & housekeeping Service to the Rogi Kalyan Samiti, Bhadrak, O/o DMO (M.S)-cum-Superintendent, DHH, Bhadrak for a period of one year on an annual rate contract basis. Details regarding the items, terms & conditions, format for submission of tender may be downloaded from the district website www.bhadrak.nic.in. Interested bidders fulfilling the eligibility criteria may submit their proposal(s) (with EMD and documents as per Tender Document. The bidders have to submit their proposal(s) to the office of the CDM & PHO, Bhadrak for which they want to BID . The details of proposal(s) complete in all respect superscribing "**Tender for supply of outsourcing of Housekeeping Services & the advertisement reference no 5373**" on the envelope and should reach the office of the CDM & PHO Bhadrak **on or before Dt.- 23-06-2018 (till 1 PM) by Speed Post or Registered Post/Courrier Only.** The technical and financial bids shall be opened at the office of the CDM & PHO, Bhadrak **on Dt 27-06-2018**. The authority reserves the right to reject any or all the proposals without assigning any reason thereof. The undersigned reserves the right to accept or reject any/all bids without assigning any reason thereof. The undersigned will not be held responsible for any postal delay.

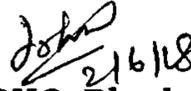

21/6/18
CDM & PHO, Bhadrak

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1. Notice Inviting Proposal

1.1 Proposals are invited by the Rogi Kalyana Samiti of District Headquarters Hospital, Bhadrak from eligible Bidders (Firm/ Agency) interested to provide Housekeeping Services to District Headquarters Hospital, Bhadrak on outsourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one year, which may be renewed for another year with the mutual consent of both the parties.

1.2 Interested Bidders can obtain the RFP document containing detailed terms and conditions, scope and eligibility criteria from the office of ADMO (MED), Bhadrak or can download the same from the website www.bhadrak.nic.in The cost of the RFP document (Rs.5, 000/- (Rupees five thousand only) shall be submitted along with the proposal (technical) in the form of DD in favour of **Rogi Kalyan Samiti, Bhadrak** payable at Bhadrak (any exemption certificate is not allowed).

1.3 The proposals (both technical and financial) by eligible Bidders shall reach the Office of the under signed within due date and time in the prescribed format and manner. Proposals received after due date and time shall be rejected. There is no system of receipt of proposal through drop box or by hand. Proposals shall be received only through registered post/ speed post or courier service.

1.4 **The Rogi Kalyan Samiti, Bhadrak reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.**

1.5 Key Information

Note: In case the closing date for sale of RFP document or/ last date for receipt of proposal happens to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place and as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.



**CDM & PHO-cum-Co-Chairman Executive Committee
Rogikalyan Kalyan Samiti, Bhadrak.**

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply to the following criteria to participate in the tendering process -

- a) Minimum three years of experience in similar activity (Providing Housekeeping Services in Health Facilities) as on the date of submission of the proposal. (Self-Attested copies of the Work completion certificate from the competent authority, Service Contract and Work Order etc. to this effect are to be enclosed as supporting evidences along with the technical proposal).
- b) Must have executed similar work for at least Rs.15, 00, 000/- (equal to the estimated cost) during the last 3 Financial Years (i.e. 2014-15, 2015-16, 2016-17). (Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- c) Valid registration under ESI, EPF, Income Tax, Goods & Service Tax, Labour Law and other relevant Act/ Rules.
- d) Employed not less than 25 field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the client location for rendering housekeeping services (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)
- e) Minimum Annual Turnover of Rs. 15 00, 000/- (equal to the estimated cost) during each of the last 3 Financial Years i.e, (2014-15, 2015-16, 2016-17) (Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets are to be furnished)
- f) It is the responsibility of the agency to provide EPF pass book, URN No. & ESI card to the workers working under the firm.
- g) Affidavit of declaration that the organization doesn't have any legal suit or criminal case pending against it for violation of GST/EPF/ESI act or any other law and agreed to abide by all terms & conditions of tender.
- h) The organization have to submit the affidavit (*on original stamp paper of relevant value*) with the clauses:-

The organization solely declared that in case of non availability of funds the organization will manage the service up to three months without hampering the patients and public.



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2.2 Scope of Work

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification Experience
1.	Supervisor		Age Limit: Minimum 30 years & Maximum 50 years as on 31.03.2018 Educational Qualification: Minimum Higher Secondary/ +2 (Pass) Experience: Minimum 3 years in similar work
2.	Helper		Age Limit: Minimum 20 years & Maximum 40 years as on 31.03.2018 Educational Qualification: Minimum 7 th Standard (Pass) Experience: Minimum 2 years in similar work

Note: CV of each Helper & Supervisor proposed along with the following documents are to be submitted by the Agencies -

- Educational Certificates
- Previous work experience

The scope of work is as follows –

- a) Sweeping and wet mopping of the floors, corridors, staircases, platforms, etc. within the hospital premises with disinfectants at least thrice every day.
- b) Sweeping and wet mopping of the floor area of Laboratories, Wards, Offices, Lobbies, Stores and Common Areas at least thrice daily. Operation Theatre (OT) & Labour Room are to be cleaned more frequently.
- c) Sweeping of outhouse area at least twice daily.
- d) Collecting all garbage and dumping the same outside the main gate every day at the place allotted by Municipality for the purpose or any other designated place.
- e) Cleaning of furniture (like working Tables, Chairs, etc.), glass doors, glass windows in the hospital premises every day.
- f) Periodic cleaning of ceilings to remove cobwebs.
- g) Cleaning of fans, tube lights, etc. as and when required.
- h) Washing & cleaning washbasins, mirrors, pans, etc. installed in various locations with disinfectant every day.
- i) Cleaning of all toilets with disinfectants every day in the morning and at periodical intervals during the working hours. This will include regular cleaning of all toilets bowls, pans, urinals, washbasins and any other porcelain components using detergent solution and water.



- j) All other areas in the toilets/ urinals i.e. walls, ceiling, pipes, mirrors, etc. are to be cleaned and maintained dust free.
- k) The toilets should be maintained clean, dry and there should be no foul smell. Moreover, room freshener, Naphthalene Cakes/ Balls should be used in toilets on daily basis.
- l) All drains shall be cleaned on regular basis (at least daily) so as to ensure smooth discharge of wastewater to avoid any stagnation, over flowing or blockage of water.
- m) Sweeping and cleaning of the entire hospital campus including cutting of bushes and pruning of trees.
- n) Undertake anti-termite treatment, rat control measure, pest control, etc.
- o) Periodic spraying of insecticide, rodenticide, pesticide and larvicides for eradication of flies, mosquitoes, rodent and pest menace from the hospital premises.
- p) Cleaning of overhead tanks, sumps, gully trap and drains leading to and connected with the main sewage line. The frequency of cleaning shall be at least once in a month or more frequently if the situation demands.
- q) Performing other related tasks as & when required.

The Agency shall be responsible for the maintenance and upkeep of facilities in the hospital premises in the manner as specified in **Annexures 1, 2 & 3**.

2.3 Responsibilities of the Service Provider

Following are the responsibilities of the Agency (Service Provider) –

- a) All the personnel engaged by the Agency to provide the services in the hospital have to be in proper uniform during duty hour.
- b) All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the hospital)
- c) All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are to be complied.
- d) All the assets and property of the hospital are to be safeguarded.
- e) A qualified and dedicated personnel is to be deputed to supervise cleaning and housekeeping activities to ensure quality and efficiency in service and to act as a contact person to co-ordinate and interact with the hospital authority and sanitation committee.
- f) Maintain location-wise log book to record all cleaning and housekeeping activities carried out in the format prescribed by the authority for checking and reference.



- g) To provide all necessary materials (**Annexure-2**) including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service.
- h) All standard safety norms are to be followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines, buildings, etc.
- i) It is the responsibility of the agency to release salary/remuneration of the workers working under him through e-transfer monthly in time to their respective bank account and submit the acknowledgement of the above transfer to the authority (CDMO) for release of their dues as reimbursement.

2.4 Responsibilities of the Hospital Administration/ Authority:-

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Provide space for safe storage and issue of consumables, uniforms; maintenance record; and place of sitting for supervisor (deputed by the contractor).
- b) Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- c) Co-operate with the cleaning staff for timely and complete cleaning.
- d) Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like OT, Laboratories, Labour Room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.
- e) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.
- f) The nos. given for all categories are approximate in nature, which may vary up to 50%.

2.5 EMD and Performance Security

- a) The applicant shall submit along with the Technical Proposal, the cost of RFP Document for Rs.5, 000/-- (Rupees Five thousand only) only in the form of Demand Draft in favour of **Rogikalyan Samiti, Bhadrak**, payable at Bhadrak and EMD of Rs 50, 000/- (Rupees Fifty thousand only) in form of Demand Draft in favour of **Rogikalyan Samiti, Bhadrak**, payable at Bhadrak (any exemption certificate is not allowed).
- b) The EMD of the unsuccessful bidders shall be returned after the selection of the Agency. In case of the successful bidder, the EMD shall be adjusted towards Performance security and shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the



form of Demand Draft (DD) or FDR in favour of **Rogi Kalyan Samiti, Bhadrak** payable at **Bhadrak** within 21 days of notification of award or execution of contract (**Annexure 7**), whichever is earlier. The security deposit will be refunded without interest in case of successful completion of the contract. The security deposit will be forfeited in case the non-compliance of the terms of agreement by the Service Provider..

2.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as EPF, ESI and GST etc. for the previous month.
- c) The price as quoted by the Agency (as per **Annexure 5**) shall remain unchanged during the contract period.
- d) GST, if any, shall be paid at the applicable rate.

2.7 Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another twelve months in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract (Format given in **Annexure 7**) and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/ Intimation.

2.8 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 60 days of notice period.
- b) The District Headquarter Hospital may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - (i) Shall specify the nature of failure, and
 - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- c) The District Headquarter Hospital after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of



the events (i) to (iv) below, may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

- (i) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (District Headquarter Hospital) have subsequently approved in writing.
- (ii) If the service provider becomes insolvent or bankrupt.
- (iii) If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or
- (iv) If, in the judgment of the Management of District Headquarter Hospital, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

2.9 Detail of Office Premises

- a) Total indoor floor area including Different wards, Office rooms, common area, conference hall, reception/waiting area, store, restroom, toilet, security room, etc. are [REDACTED] (approximately).
- b) Interested bidders may visit the hospital premises to assess the outdoor workload including internal road, lawn, parking area, rest shed, etc., on any working day before the last date of proposal submission.

3. Instructions to Bidders

3.1 Submission of the Proposal

- a) The proposal shall be submitted in a sealed envelope with clear inscription as "PROPOSAL FOR OUTSOURCING OF HOUSEKEEPING SERVICE, RFP REFERENCE NO....." on top of it before due date and time.
- b) The Proposal shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Proposal and "Cover-B" shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO....." on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.

3.2 Contents of the Proposal

- a) The technical proposal in addition to proof of eligibility shall contain:-



1. All the information, documents and clarifications as required under **Annexure 4 & ToR.**
 2. EMD Rs. 50, 000/- (in form of DD) and RFP Document Cost Rs. 5,000/- (in form of DD).
 3. Copy of the RFP Document signed on every page by the duly authorized Signatory.
 4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to Rogi Kalyan Samiti, Bhadrak for this tender.
- b) The Financial Proposal shall be submitted in the format given in **Annexure 5.**

3.3 Evaluation and Selection

- a) The proposal shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) Those applicants who shall qualify in the technical evaluation shall be eligible for participation in Financial Proposal Opening.
- c) The qualifying score in technical evaluation for the financial opening is 30 out of total score of 50. Format for evaluation is given in **Annexure 6.**
- d) For financial evaluation, Price excluding Tax shall be taken into consideration.
- e) Financial Bids shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below –

<District Headquarters Hospital, Bhadrak>

Date of Opening of Financial Bids shall be communicated to the technically qualified bidders.

3.4 Award of Contract

- a) Contract shall be awarded to the Organisation whose proposal will be determined to be substantially responsive and who has offered the lowest evaluated bid price.
- b) In case two or more technically qualified Firms quote the same lowest price, the Firm with the higher mark in the technical bid shall be awarded the contract.
- c) In case two or more technically qualified Bidders having same technical scores quote the same lowest price, the Bidder having the highest average turnover in last 3 Financial Years i.e. 2014-15, 2015-16, 2016-17 among the lowest bidders shall be awarded the contract.
- d) Any effort by an organization to influence the employer in its decision on bid evaluation or placement of Work Order may result in rejection of the Organization's offer.
- e) Any legal dispute arising out of this is subject to Bhadrak jurisdiction only.



4. SPECIAL CONDITIONS OF CONTRACT:

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) District Headquarters Hospital, Bhadrak may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management of District Headquarter Hospital, Bhadrak found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of District Headquarters Hospital, Bhadrak due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) The Management shall provide suitable space to the Agency for storage of uniforms, badges, consumables, etc. required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the District Headquarters Hospital; Bhadrak shall not be liable for any payment on account of compensation.
- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to District Headquarters Hospital, Bhadrak or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to District Headquarters Hospital, Bhadrak with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to Rogi kalyan Samiti, District Headquarters Hospital, Bhadrak as and when sought for.
- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and District Headquarters Hospital, Bhadrak shall provide TDS certificate to the Agency.



- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, EPF, etc. District Headquarters Hospital, Bhadrak shall have no liability in this regard. Any revisions or amendments made to these laws/Acts by the State/Central Government will be automatically applicable for compliance by the Principal Employer and the Service Provider without any separate sanction for the same.
- n) The District Headquarters Hospital, Bhadrak shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the District Headquarters Hospital, Bhadrak shall be made a party to it in case of any dispute arising out of such non-compliance.
- o) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the District Headquarters Hospital, Bhadrak proportionate to the extent of default/ non-compliance.
- p) District Headquarters Hospital, Bhadrak shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- q) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of District Headquarters Hospital, Bhadrak during the currency or after expiry of the Contract.
- r) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in District Headquarters Hospital, Bhadrak.
- s) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- t) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of District Head Quarters Hospital, Bhadrak.
- u) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

The agencies have to submit the Affidavit (On original Stamp Paper of relevant value) with the following clauses



- a) The organization agrees to pay the monthly Wages and all statutory dues for a period of 03 (three) months in case of non-availability of Funds or any other dispute etc.

5. Penalty Clauses

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

- a. 2% of cost of order/agreement per week, up to 2 weeks delay.
- b. After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the contractor.
- c. The security deposited by the contractor shall be forfeited.

2) For any breach of contract, CDMO or duly constituted committee by CDMO shall be entitled to impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.

3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- a) If the personnel working are not found in proper uniform and not carrying their photo identity card.
- b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
- c) If the behavior of personnel (s) found is discourteous to anyone in the hospital including staff or patients.
- d) If any person is found performing duty by submitting a fake name and address.
- e) If any person is found on duty other than those mentioned in the approved list provided by the Agency to the DHH authorities.
- f) In the case of any loss/theft of Institute's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.



g) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.

4) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Collector and his decision will be the final decision and both the party will be abide by it.

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**ANNEXURE 1: Job Specification & Time Schedule for House Keeping Service as well as
Attending to Complaints, if any**

Sl. No.	Area	Activity	Frequency
1	Toilet	Washing of toilets including the floors, walls, closets, urinals, commodes, wash basins, fixtures & fittings, etc. and carry out chemical wash of toilets and maintain them in hygienic and odorless condition	6 Hourly basis and as and when required (6 AM, 10 AM, 2PM & 6PM)
		Complain: Choking of toilet chamber	Within 24 hours
		Complain: Blockage of toilets	Within 6 hours
2	OPD, Office areas Laboratory and Blood Bank	Mopping of floors	Twice a day (7AM & 2PM)
		Damp dusting of chairs, tables, workstation tables & stretchers	Twice a day (7AM & 2PM)
		Dry and wet mopping of side walls, Doors & window glass with cleaning solutions	Twice a week
		Cleaning of cobwebs	Once a week & as and when required.
		Cleaning and wet mopping of fans and exhaust fans	Once a week
		Any type of soiling like vomiting, bleeding	Within 30 minutes
3	Waiting areas of all floors	To be scrubbed, cleaned and mopped with cleaning solutions & polishing	4 times daily (Twice in Morning Shift and once in each Evening and Night Shift)
4	All wards and corridors	Mopping of floors	Thrice a Day (8 AM, 12.00 Noon, 6PM)
		Cleaning of Dustbins and disposal of general waste material (non-biomedical waste)	Thrice a day (8 AM, 12.00 Noon and 4PM)/ when bags are 3/4th Full
		Polishing of floors with scrubber	Once a week
		Bed pan/urine bottles/spittoons shifting to sluice rooms and cleaning	As and when required



		Any type of soiling like vomiting, bleeding	Within 30 minutes
		Damp dusting of chairs, tables, workstation tables & stretchers	Once daily in office areas and one time each in Morning and Evening Shift in other areas.
		Dry and wet mopping of side walls, Doors & window glass with cleaning solutions	Twice a week
		Cleaning of cobwebs	Once a week and as & when required.
		Cleaning and wet mopping of fans and exhaust fans	Once a week
		Complain: Tobacco spitting stains, dirt on the wall	Within 1 hour
		Washing the entire DHH areas in a scheduled manner with soap and water. (Gang Washing)	Once a week
		Washing of slipper	Once a day and when ever required.
5	Kitchen	Mopping of floors	Thrice a Day (8 AM, 12.00 Noon, 6PM),
6	Staircase	Cleaning and moping the area and railings	Twice daily and as & when required.
7	Campus Cleaning	Cleaning of the outhouse area, garden, the area intervening the wards roof tops parapits, etc.	Twice a day at 6 AM & 4 PM by broom stick
8	The drains	Cleaning of drains	Once daily at 6 AM.
9		Cleaning of overhead tanks, sumps, gully trap	Once a month
10		Any other work assigned by the hospital authority	As specified.

Note: Times specified against respective activities are tentative in nature. It may be changed by I/C of hospital as per convenience.



**ANNEXURE 2: Job Specification & Time Schedule for House Keeping Service as well as
Attending to Complaints, if any**

Sl. No.	Name of the Ward/ Location	Area (in sq. ft.) requires sweeping and wet mopping at least 4 times a day	Area (in sq. ft.) requires sweeping and wet mopping at least twice a day	Area (in sq. ft.) requires sweeping and wet mopping at least once a day	Specific locations or space, if any	Bathroom, toilets, Urinals, Wash Basin (Nos.)	Estimated minimum cleaning personnel required (skilled/semi-skilled)		
							Morning Shift	Day Shift	Night Shift
A	B	C	D	E	F	G			
1	O & G								
2	Pediatric								
3	Medicine								
4	Surgery								
5	General								
6	Cabins								
7	ICU								
8	TB Ward								
9	Eye Ward								
10	Casualty/ Emergency								
11	OT & Labour Room								
12	OPD & Common Areas (Corridors, Stairs, etc.)								
13	Lab, Sterilization, X-Ray and Ultrasound Rooms								
14	Blood Bank								
	Store, Pharmacy, Kitchen, etc.								
15	Administrative Block, Offices, Conference Hall, etc.								
16	Outside open space (Garden and parking)								
17	All other facilities within the hospital								



ANNEXURE 3: Tools, Equipment and Consumables to be supplied by the Agency

Tools & Equipment	Consumables (Soap & Chemicals)
<ol style="list-style-type: none"> 1. Stick Broom 2. Soft Broom 3. Cobweb Brush 4. Plastic/nylon Brush for toilet 5. Glass Duster 6. Floor Duster 7. Mop Stick 8. Rubber Wiper 9. Plastic Bucket 10. Plastic Mug 11. Cotton Swabs 12. Nylon Scrubber 13. Vacuum Cleaner 14. Scotch Brite 15. Steel wool 16. Mechanized scrubber 17. Dust Pan 18. (Add any other useful device) 	<ol style="list-style-type: none"> 1. Liquid Cleaner 2. Bathroom cleaning Acid 3. Naphthalene Cake/ Ball 4. Disinfectants (Example: Phenyl) 5. Room Spray 6. Bleaching Powder 7. Potassium Permanganate 8. Anti-insecticide (Example: Baygon Spray) 9. Soap (liquid/powder) 10. Washing Powder 11. Toilet Cleaner (Permitted Grade) 12. Glass and other surface cleaner (Example: Collin Spray) 13. Room Freshener 14. (Add any other useful chemicals)



ANNEXURE 4: Profile of the Applicant

(To be furnished along with the Technical Proposal Cover "A")

Sl. No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation/Registration (Certificate of Incorporation/ Registration to be enclosed)	(NGO/Partnership Firm/Company/Others) Date.....
3.	Name, designation, contact no. and address of the Contact Person/Local Representative	
4.	Financial position and operational results for last three financial years (2014-15, 2015-16, 2016-17)	Audited Statements of Accounts to be attached (Self attested photo copies)
5.	Number of field level staff engaged at the client locations to render housekeeping service (Refer Eligibility Clause 2.1 d)	1. Supervisory Staff (Field) 2. Service & Support Staff To be supported by latest EPF/ESI return filed with the respective Authorities.
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt./ Semi-Govt./Public Sector and Private Sector Clients.</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/Ongoing)
7.	Registration/empanelment details with different authorities	(i) Authority (s): (ii) Date of Registration
8.	Plan for execution	(i) Manpower Planning (ii) Monitoring (iii) Quality Assurance
9.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- (i) Information to be furnished in separate sheet wherever necessary.
- (ii) In case of documents, they shall be self attested photocopies.

Date:

Place:



Authorized Signatory

ANNEXURE 5: FINANCIAL PROPOSAL

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	No.	Rate per Month (Rs.)	Monthly Cost (Rs.)	Annual Cost (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
A1.	Manpower Cost				
1.	Supervisor				
2.	Helper				
	Sub-Total of A1 (1+2)				
A2	Tools & Consumable Cost				
1.	Tools & Equipment Cost (Pro rata)				
2.	Consumables				
	Sub-Total of A2 (1+2)				
A3.	Other Costs, if any (Pl. specify)				
1.					
2.					
	Sub-Total of A3 (1+2)				
	Total of A (A1+A2+A3)				
B.	OVERHEAD/ PROFIT MARGIN				
	Overhead as % of Cost on A or other, if any				
	Total of B				
C.	PRICE EXCLUDING TAX (A+B)				
D.	TAX				
1.	GST, if applicable (Rate-____%)				
2.	Other Taxes, if any (Pl. Specify)				
E.	PRICE INCLUDING TAX (C+D)				

Total Price Excluding Tax: Rs.....(in words)

Note:

1. Pl. mention the % of GST or other Taxes as applicable and on which charges, it is applicable.
Also, the details of other Taxes, if any, are to be mentioned.
2. If there is a discrepancy between the unit price and the line item total that is



Obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected.

3. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
4. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case, the amount in figures shall prevail subject to (2) and (3) above.
5. If the Bidder that submitted the lowest evaluated Proposal does not accept the correction of errors, its Proposal shall be rejected.

Date:

Place:

Authorized Signatory

A handwritten signature in black ink, consisting of a stylized, cursive script. The signature is written over a horizontal line that serves as a baseline for the text.

ANNEXURE 6: Standard Format for Evaluation of Technical Proposal

Name & Address of the Bidder: -				
(For official use only)				
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1.	Constitution of the Applicant: a) Registered Company: 5 Marks b) Society/Partnership Firm/Others: 3 Marks	5		
2.	Years of Business Experience: a) Between 3 to 5 years: 5 Marks b) Above 5 years: 7 Marks c) Above 7 years: 10 Marks (To be calculated from date of incorporation /registration).	10		
3.	No. of field staff employed: a) Between 1.5 to 2 times : 5 Marks b) Above 2 times.: 7 Marks c) Above 3 times.: 10 Marks [Employed not less than ----- field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the clients' locations (either single location or multiple locations) for rendering laundry services (non-administrative)]. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)	10		



4.	<p>Market Presence/Clientele (Provided laundry services to Govt./ Semi-Govt./ Public Sector Clients):</p> <p>a) 1 to 2 nos.: 2 Marks b) 3 to 5 nos.: 4 Marks c) More than 5 nos.: 5 Marks</p> <p>Provided similar services (Housekeeping Services in Health Facilities) during the last 3 F.Y.s (Self-Attested copies of Agreements/ Work Orders are to be furnished along with the technical proposal).</p>	5		
5.	<p>Past Work Done (last three years i.e. 2014-15 to 2016-17):</p> <p>a) Above Rs. (equal to the estimated cost): 4 marks b) Above Rs. (2 times of the estimated cost): 7 marks c) Above Rs. (3 times of the estimated cost): 10 marks</p>	10		
6.	<p>Average Annual Turnover (last three years i.e. 2014-15 to 2016-17):</p> <p>a) Above Rs. (equal to the estimated cost): 4 Marks b) Above Rs. (2 times of the estimated cost): 7 Marks c) Above Rs. (3 times of the estimated cost): 10 Marks</p>	10		
Total		50		

