E-Tender ID No. :

AIIMSBPLHOSP161700401072016

E-TENDER DOCUMENT FOR

Outsourcing of Housekeeping Services

at AIIMS Bhopal, Saket Nagar Bhopal – 462 020 (MP)
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Notice Inviting E-tender

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

The Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal-462 020 (MP), on behalf of Director, AIIMS Bhopal, invites E-tenders under “Two Bids (Techno-commercial & Financial) System” in prescribed E-tender forms from Firms/Companies/joint ventures etc. having Five year’s experience in providing Mechanized Housekeeping Services to Government/PSU/Public Limited Companies/Reputed Institutions/Organizations with good track record and Financially sound for providing OUTSOURCED HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP) as per the detailed Scope of Work given at Section–III for the period of Two Years, which is extendable for further Six month with mutual consent and understanding, if the services of Contractor is found satisfactory on prevailing terms and conditions.

Interested housekeeping agency may download E-tender Document on official website of AIIMS Bhopal www.aiimsbhopal.edu.in or e-tendering portal of AIIMS Bhopal http://www.e-tenderwizard.com/AIIMSBHOPAL.

Interested Bidder’s are requestd for participate online through AIIMS Bhopal e-Tendering Portal http://www.e-tenderwizard.com/AIIMSBHOPAL as per the instructions given in this E-tender/E-Tendering Portal.

Pre-Bid Meeting and Clarifications:
Intending Tenderer will be allowed to seek clarification in specifications, Conditions of Contract, etc. in writing to AIIMS Bhopal in the Pre-bid meeting scheduled to be held in the Office of Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal–462020 (MP) as on scheduled date and time mentioned on E-tendering Portal against this E-tender E-Tender ID No. AIIMSBPLHOSP161700401072016 OUTSOURCED HOUSEKEEPING SERVICES Dated 01.07.2016 Page 3 of 111
Enquiry and AIIMS Bhopal will upload clarifications (if any) in the AIIMS Bhopal website www.aiimsbhopal.edu.in for all the intending Tenderers information and all intending bidders are advised to visit above said AIIMS Bhopal website regularly till the finalization of E-tender for updated information related with this E-tender. The Pre-Bid Meeting Clarifications/Amendments are the form part of the E-tender Document and shall prevail in case of any dispute with E-tender Conditions floated through E-tender. The clarification issued by AIIMS Bhopal shall treated final and bidders are advised to be submit their bid after incorporating Pre-Bid Clarifications before the closing date of E-tender submission given at E-tender Schedule.

Amendments in Bidding Documents

At any time till 7 days before the deadline for submission of bids, the Client may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be posted on the website regularly. Client shall not be responsible to notify the amendments to individual bidders. All amendments by the client till 7 days before the deadline for submission of bids, shall be binding on the participatory bidders.

**Important:** 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. The bid should not be conditional. 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 Bidder shall bear all costs associated with the preparation and submission of its bid and Client will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
**Schedule of E-tender (SOET)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
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<tr>
<td>Pre-Bid Meeting</td>
<td>As per E-tendering Portal of AIIMS Bhopal <a href="https://www.E-tenderwizard.com/AIIMSBHOPAL">https://www.E-tenderwizard.com/AIIMSBHOPAL</a> in the Office of Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal</td>
</tr>
<tr>
<td>Last Date of downloading/participating in the tender</td>
<td>As per E-tendering Portal of AIIMS Bhopal <a href="https://www.E-tenderwizard.com/AIIMSBHOPAL">https://www.E-tenderwizard.com/AIIMSBHOPAL</a></td>
</tr>
<tr>
<td>Date, Time &amp; Place of submission of indicated desired Hard Copies in the Sealed Envelope</td>
<td>As per E-tendering Portal of AIIMS Bhopal <a href="https://www.E-tenderwizard.com/AIIMSBHOPAL">https://www.E-tenderwizard.com/AIIMSBHOPAL</a> in the E-tender box kept in the Office of the Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar-462 020 (MP)</td>
</tr>
<tr>
<td>Date, Time &amp; Place of Opening of Pre-Qualification Bid Document</td>
<td>Online as per E-tendering Portal of AIIMS Bhopal <a href="https://www.E-tenderwizard.com/AIIMSBHOPAL">https://www.E-tenderwizard.com/AIIMSBHOPAL</a> and desired Hard Copies in the Office of Medical Superintendent, AIIMS Bhopal.</td>
</tr>
<tr>
<td>Date, Time &amp; Place of Opening of Techno-Commercial Bid Document</td>
<td>The Techno-Commercial Bid of Pre-Qualified Bidders only will open online as per the schedule given in the <a href="https://www.E-tenderwizard.com/AIIMSBHOPAL">https://www.E-tenderwizard.com/AIIMSBHOPAL</a></td>
</tr>
<tr>
<td>E-tender Document Cost payable to AIIMS Bhopal</td>
<td>Rs.1050/- (One Thousand Fifty Only) inclusive of 5% VAT, Non Refundable by way of DD/Banker’s Cheque in favour of “Director, AIIMS Bhopal”, hard copy must accompany with Pre-Qualification Bid Envelop.</td>
</tr>
<tr>
<td>E-tendering Solution processing fee for providing online participation support &amp; necessary DSC Certificates to Vendor for participate in Online E-tender process</td>
<td>The processing fee as given in the E-tendering Portal i.e. <a href="http://www.E-tenderwizard.com/AIIMSBHOPAL">http://www.E-tenderwizard.com/AIIMSBHOPAL</a> in Register me tab, Class-III DSC Certificate charges as per actual based on DSC Services provider wise preparation charges and the cost of E-tender fee to be paid to E-tender portal shall as charged online by them separately.</td>
</tr>
<tr>
<td>Estimated Cost of Outsourced Housekeeping Services</td>
<td>Rs.1,00,00,000/- (One Crore Only)</td>
</tr>
<tr>
<td>EMD</td>
<td>Rs. 2,00,000/- (Two Lakh Only)</td>
</tr>
</tbody>
</table>

**Earnest Money Deposit (Bid Security):**

**Table No. 1 : EMD Amount (Rs. 2,00,000/- Two Lakh only)**

<table>
<thead>
<tr>
<th>E-tender Item No.</th>
<th>Brief Description of required Outsourced Housekeeping Services is given in the Section-III of this E-tender Document</th>
<th>EMD (in Rs. S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Providing Outsourced Housekeeping Services at AIIMS Bhopal premises</td>
<td>2,00,000/-</td>
</tr>
</tbody>
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Bidder needs to deposit the EMD Amount of Rs.2,00,000/- (Two Lakh only) in the Form of FDR/DD/Banker Guarantee in favour of rDirector, AIIMS Bhopal payable at Bhopal, should be valid for at least Nine Month period (i.e. for 270 Days).

For any query related with this E-tender should be mailed to **email id of E-tendering Department of AIIMS Bhopal on email ID: e-tender@aiimsbhopal.edu.in**

(Medical Superintendent)

AIIMS Bhopal Hospital

E-Tender ID No. AIIMSBPLHOSP161700401072016 OUTSOURCED HOUSEKEEPING SERVICES Dated 01.07.2016 Page 5 of 111
Brief Introduction of AIIMS Bhopal

AIIMS Bhopal is apex healthcare institutes being established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY). With the aim of correcting regional imbalances in quality tertiary level healthcare in Central India and attaining self-sufficiency in graduate and postgraduate medical education and training the PMSSY planned to set up 6 new AIIMS institutions in underserved areas of the country.

The AIIMS Bhopal premises spread over 154 Acres of land in the Saket Nagar area of the Bhopal city. A 960 bed tertiary Health care Hospital, Medical College, Nursing College, Library, Hospital service building (presently 125 beds operational and soon it will be upgraded to 500 beds), AYUSH, Hostels and faculty and staff quarters constructed in the AIIMS Bhopal premises. It is being established by an Act of Parliament on the lines of the original All India Institute of Medical Sciences in New Delhi which imparts both undergraduate and postgraduate medical education in all its branches and related fields, along with nursing and paramedical training to bring together in one place educational facilities of the highest order for the training of personnel in all branches of health care activity.
Two Bid System Terms & Conditions

- **Validity of E-tender & Period for Rate Contract:** The validity of the Bid E-tender Document shall be for 180 days and after the acceptance and issue of Notification of award/conclusion of Contract Agreement in the Format given at Annexure-VII, the contract shall be valid for Two years extendable further for Six Month with mutual consent and understanding, if the services of Contractor is found satisfactory on prevailing terms and conditions.

- **EMD** (Refundable after expiry of the E-tender on e-procurement solutions): AS PER SCHEDULE ON E-PROCUREMENT PORTAL (NIT Table No.1) against this E-tender Notice:
  - No interest shall be payable by the AIIMS Bhopal on the Earnest Money Deposit to any Service provider Agency.

Interested Bidder can view this e-Tender Document in the AIIMS Bhopal website (www.aiimsbhopal.edu.in) and e-tendering portal of AIIMS Bhopal (http://www.tenderwizard.com/AIIMSBHOPAL)

Bidders can participate in this e-Tender “Online” only through e-Tendering portal (http://www.tenderwizard.com/AIIMSBHOPAL).

All rows & columns on prescribed formats should be filled and not left blank, may be struck as not applicable. Each document should be serially numbered and duly signed by the bidder with the rubber stamp of the firm on each page.

The E-tender shall be submitted in 2 (Two) parts online:

(i) **Techno-Commercial Bid:** Techno-Commercial Bid Documents shall be opened first and bidder can see the bids online or may attend the opening at AIIMS Bhopal and based on the Techno-Commercial Bid Documents as per Eligibility Criteria the Techno-Commercial Bid evaluated as per evaluation method prescribed in this E-tender.

(ii) **Financial Bid:** The Financial Bids of bidders in Annexure-IV for Outsourced Houskeeping Services. The financial bid proposal of the “Technically Responsive Bidders” who qualify at Techno-Commercial Bid stage will be opened thereafter and evaluated as per evaluation method prescribed in this E-tender.

(I) **Techno-Commercial Bid**

(1) **Hard copies of documents to be submitted on or before closing the bid:** (Absence of the any documents E-tender may be rejected). Serial Number of submitted documents should be in sequence as mentioned below:

- **Hard Copies of EMD, E-tender Document Fee and Undertakings (A, B C &D below)** should be submitted in a sealed envelope in original in the E-tender Box Kept in the Office of Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal-462020 on or before Closing of the bid superscripted as
Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

Complete details of the bidder should also be mentioned on envelop.

Note: Also upload signed and scanned photocopies of A, B, C, D.

A. EMD as per NIT Table No. 1 of Rs. 2,00,000/- (Two Lakh only) in the form of FDR/DD/BG in the format given at “Annexure-V” from nationalized Bank, in favor of “Director, AIIMS Bhopal” valid for Nine months period (i.e. for 270 Days).

B. E-tender Document fee of Rs. 1050/- inclusive of @5% VAT in way of Demand Draft/Banker’s Cheque in the name of “Director, AIIMS Bhopal”. (Nonrefundable)

C. Original copy of Undertaking duly Notarized on Non Judicial Stamp Paper worth of Rs. 100/- for Non Association with AIIMS Bhopal Officials and Acceptance of AIIMS Bhopal Terms and Conditions in the Format given at Annexure-I duly attested by notary public.

D. Original copy of Undertaking for Criminal Liability on Non Judicial Stamp Paper worth of Rs. 100/- as per Format given at Annexure-II : I/We have been never blacklisted by any Central/State/Govt agency/No CBI/FEMA/Labour Law violation Cases Pending against their Firm duly attested by notary public.

2. Documents to be uploaded in the Techno-Commercial Bid Document Slot of E-tender Solution of AIIMS Bhopal:

I. Signed and scanned copies of the above documents (A, B, C, D) shall be uploaded E-tender portal of AIIMS Bhopal (i.e. https://www.E-tenderwizard.com/AIIMSBHOPAL)

II. Signed and Scanned copy of Covering letter on Firm’s Letter Head mentioning list of enclosures.

III. Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Firm.

IV. Signed and Scanned Copy of Service Tax/VAT Registration Certificate in the name of agency/firm.

V. Signed and scanned copy of Service Tax/VAT returns filed in last two quarters of financial years 2015-16 and 2016-17.

VI. Signed and scanned copy of PAN Card of the firm/agency.


VIII. Signed and scanned copies of 5 years experience in Sanitation & Housekeeping Services in Govt./PSU/Private Hospital at least 500 beds/commercial establishments (Hotels, Malls, Airports, Railway Stations).

IX. Signed and scanned copy of organogram hierarchy of the firm/agency/compay/corporation.
X. Signed and scanned copies of **Average Annual Turnover in the last 5 financial years from 2010-11 to 2014-15.** The bidder should have an average Annual Turnover of Rs. 60 Lakh or more providing sanitation & housekeeping services business in the last 5 (Five) FYs. The copies of last five Financial years Balance Sheets, Profit and Loss Accounts duly certified by the Chartered Accountant/Company Secretary needed to be uploaded in the Technical Bid Document slot. A certificate to this effect from Chartered Accountant on his letter head should also be uploaded with technical Bid documents.

XI. Signed and scanned copy of registration certificate under Employees State Insurance Act,

XII. Signed and scanned copy of registration with Employee Provident Fund organization

XIII. **Signed and scanned copy of** valid ISO Certificate for Mechanized Housekeeping services.

XIV. Signed and scanned a copy of the **Authority Letter** from competent authority of the agency/firm in the name of Authorized official on agency/firm’s Letter Head.

XV. Signed and Scanned Check list of Techno-Commercial Bid documents required as per "Annexure-III(B)" in the Technical Bid Check List format must uploaded in the respective Techno-Commercial Bid Documents Slot in the E-tendering solution.

**Note:** All above documents shall be uploaded on E-tender solutions serially and page numbered legibly. E-bid with absence of any document will invite rejection bid and no further communication in any form shall be entertained i.e. above documents are mandatory for qualification to next stage of the bid.

Only those bidders who qualify the Techno-Commercial Bid Stage after evaluation of above said Technical documents uploaded in the E-tendering solutions and submitted desired Hard Copies (i.e. as per A) EMD as per NIT Table No. 1, B)E-tender Document Fee, C)Undertaking for acceptance of all Terms & Conditions & D) Undertaking for Criminal Liability ) and after evaluation the “Technically responsive” bidders Financial bid will be opened and shall intimated separately.

**NOTE**

The original copies of only first four documents i.e. EMD, E-tender document Fee, Undertaking for Acceptance of Terms & Conditions and Criminal Liability undertaking shall be submitted in physical form in the sealed “Technical Bid Envelope” in the E-tender Box kept in the Office of Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal-462 020, MP India on/Closing of the bid submission in person by the Tenderer and all other requested document’s signed, stamped scanned copies must uploaded by Tenderer on E-tender solutions before the closing date of this e-Tender positively. If any bidder fail to comply, his bid liable for rejection.

(II) FINANCIAL BID

**E-TENDER Id:** AIIMSBPLHOSP161700401072016

**Name of the E-tender:** **OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL,**
SAKET NAGAR, BHOPAL–462 020(MP)

Complete contact details of the bidder should be mentioned on envelop.
(Also submit signed & scanned copies of above documents)

i. The Financial Bids must be submitted in the prescribed format in the E-tender Module online in given excel sheet Format as per Annexure–IV for Housekeeping Services at AIIMS Bhopal and nowhere else.
SECTION-I

INSTRUCTIONS TO BIDDERS (ITB)

1. GENERAL:

1.1 The bid should be type-written. The bidder should sign, stamp on each page of the Bid Documents and upload it to the E-Tendering Portal of AIIMS Bhopal online.

1.2 Overwriting should be avoided. Correction, if any, should be made by neatly crossing out, initialing, dating and rewriting. All documents Pages of the Eligibility Criteria Documents should be duly singed, stamped, numbered and index of the information asked placed on which page number clearly mentioned and ligible scanned copies must uploaded in the respective Slot of E-Tendering (i.e. in Technical Bid Slot and Financial Bid Slot). Additional sheets, if any added by the contractor, should also be numbered by him. They should be also submitted as a package with signed letter of transmittal (index), if any in latter stage asked by AIIMS Bhopal.

1.3 References, information and certificates from the respective clients certifying suitability, technical knowledge or capability of the bidder should be signed by an officer not below the rank of Director/Medical Superintendent/Head of Housekeeping Services/Executive Engineer or equivalent scanned copies is needed to be uploaded.

1.4 The bidder may furnish any additional information which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. He is, however, advised not to furnish superfluous information. No information shall be entertained after submission of Eligibility Criteria document unless it is called for by the Employer.

1.5 Any information furnished by the bidder found to be incorrect either immediately or at a later date, would render him liable to be debarred from e-tendering/taking up of work in AIIMS Bhopal.

2. DEFINITIONS:

In this document the following words and expressions have the meaning hereby assigned to them.

2.1 “Employer” shall means the DIRECTOR, AIIMS BHOPAL, acting through the Administrative Officer.

2.2 “AIIMS Bhopal” shall mean All India Institute of Medical Sciences, Bhopal.

2.3 “Director” shall mean the Director of AIIMS Bhopal for the time being holding that office and also his successor and shall include any officer authorized by him.

2.4 “Contractor” shall mean the individuals of firm or company whether incorporated or not, undertaking the contract and shall include legal representatives of such individual or persons composing such firm or unincorporated company or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company. This shall be synonymous with term “Tenderer” used in the entire e-Tender document and shall mean the successful “Tenderer”.

2.5 “Services” shall mean the services to be supplied to AIIMS Bhopal by the Contractor as stated in the Contract and shall include Housekeeping and other services that are prescribed in the E-tender document.

2.6 “Contract Agreement” shall mean and include the Terms and Conditions of Contract, Letter of Acceptance/Notification of Award, the offer, the Agreement and mutually accepted conditions
in the authorized correspondence exchanged with the offer by the AIIMS Bhopal and any other
document forming part of the contract Agreement.

2.7 **“Contract Amount”** shall mean the sum quoted by the Contractor in his offer and accepted by
AIIMS Bhopal.

2.8 **“Competent Officer”** shall mean any officer authorized by the Director, AIIMS Bhopal to act on
behalf of the AIIMS Bhopal.

2.9 **“Approved”** shall mean approved in writing including subsequent confirmation of previous
verbal approval. “Approval” shall mean approval in writing including as aforesaid.

2.10 **“Specification”** means the specification referred to in the E-tender and any modification
thereof or addition or deduction thereto as may from time to time be furnished or approved in
writing by the Competent Authority. In case where no particular specification is given, the
relevant specification, where one exists, of the Bureau of Indian Standards shall apply.

2.11 **“E-tender”** means the Contractor’s priced offer to the AIIMS Bhopal for the Supply of the requested
Housekeeping Services andremedy of any defects therein in accordance with the provisions of
the Contract, as accepted by the Letter of Acceptance by him.

2.12 **“Letter of Acceptance/Notification of Award”** means the formal acceptance notification issued by
the AIIMS Bhopal.

2.14 **“Commencement Date”** means the date upon which the Contractor receives the notice from
AIIMS Bhopal to commence his Services at AIIMS Bhopal premises.

2.15 **“Time for completion”** means the time/Service contract period for completing the requested
services or any part thereof as any part there of as stated in the Contract calculated from the
Commencement Date.

2.16 **“Annexure”** referred to in these conditions shall means the relevant annexures appended in this
Tender is a form part of the Contract Agreement which will be concluded after award of work
with successful bidder.

2.17 **“MS”** shall mean Medical Superintendent, AIIMS Bhopal Hospital.

2.18 **“Years”** means **“Financial years”** unless stated otherwise.

3. **METHOD OF APPLICATION:**

The interested Bidder may submit their E-tenders under two bid system as per the details
mentioned in the Section–II General Condition of Contract at Clause No. 16.

3.1 If the bidder is an individual entity, the application shall be duly signed, stamped on each of
page by him above his full type written Name, Current Address and Contact details.

3.2 If the bidder is a proprietary firm, the application shall be signed by the Proprietor above his full
typewritten name and the full Name of his Firm with its Current Address and Contact details.

3.3 If the bidder is a firm in partnership, the application shall be signed by all the partners of the
firm above their full typewritten names, current addresses, and contact details or alternatively, by a
partner holding power of attorney for the firm. In the later case a certified copy of the
partnership deed and current address of all the partners with their contact details of the firm
should accompany with the application.

3.4 If the bidder is limited company or a corporation, the application shall be signed by a duly
authorized person holding power of attorney for signing the application accompanied by a copy
of the power of attorney. The bidder should also furnish a copy of the Memorandum of Articles of Association duly attested by a Public Notary.

4. **FINAL DECISION MAKING AUTHORITY:**
The employer reserves the right to accept or reject any bid and to annual the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders.

5. **PARTICULARS PROVISIONAL:**
The particulars of the work given in **Section-III in the Detailed Scope of Housekeeping Work** are provisional. They are liable to change if required and must be considered only as advance information to assist the bidder.

6. **ELIGIBILITY CRITERIA FOR QUALIFICATION:**
6.1. The e-tenders can be purchased by any individual/firm. However only those bidders who meet the eligibility/experience criterion shall be considered for evaluation of their Technical Bid. The eligibility/experience criteria shall be as below. Tenderer shall submit documentary proof (In Technical Bid Envelope) as asked in eligibility criteria, failing which the e-tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms shall be considered non-responsive and shall be rejected without any further evaluation. The bidders who meet the following criteria only shall be considered for opening of their Financial Bid.

A. EMD as per NIT Table No. 1 of Rs. 2,00,000/- (Two Lakh only) in the form of FDR/DD/BG in the format given at “Annexure-V” from nationalized Bank, in favor of “Director, AIIMS Bhopal” valid for Nine months period (i.e. for 270 Days).

B. E-tender Document fee of Rs. 1050/- inclusive of @5% VAT in way of Demand Draft/Banker’s Cheque in the name of “Director, AIIMS Bhopal”. (Nonrefundable)

C. Original copy of undertaking duly Notarized on Non Judicial Stamp Paper worth of Rs. 100/- for Non Association with AIIMS Bhopal Officials and Acceptance of AIIMS Bhopal Terms and Conditions in the Format given at Annexure-I duly attested by notary public.

D. Original copy of Undertaking for Criminal Liability on Non Judicial Stamp Paper worth of Rs. 100/- as per Format given at Annexure-II : I/We have been never blacklisted by any Central/State/Govt agency/No CBI/FEMA/Labour Law violation Cases Pending against their Firm duly attested by notary public.

**Documents to be uploaded in the Techno-Commercial Bid Document Slot of E-tender Solution of AIIMS Bhopal:**

I) Signed and scanned copies of the above documents (A, B, C, D) shall be uploaded E-tender portal of AIIMS Bhopal (i.e. https://www.E-tenderwizard.com/AIIMSBHOPAL)

II) Signed and Scanned copy of Covering letter on Firm’s Letter Head mentioning list of enclosures.

III) Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Firm.

IV) Signed and Scanned Copy of Service Tax/VAT Registration Certificate in the name of agency/firm.
V) **Signed and scanned copy of** Service Tax/VAT returns filed in last two quarters of financial years 2015-16 and 2016-17.

VI) **Signed and scanned copy of** PAN Card of the firm/agency.

VII) **Signed and scanned copy of** Income Tax return of the firm/company for the last Five Financial Years (i.e. assessment Year of FY 2010-11, 2011-12, 2012-13, 2013-14 and 2014-15).

VIII) **Signed and scanned copies of 5 years experience in Sanitation & Housekeeping Services in** Govt./PSU/Private Hospital at least 500 beds/commercial establishments (Hotels, Malls, Airports, Railway Stations).

IX) **Signed and scanned copy of organogram heirchy** of the firm/agency/company/corporation.

X) **Signed and scanned copies of Average Annual Turnover in the last 5 financial years from 2010-11 to 2014-15.** The bidder should have an average Annual Turnover of Rs. 60 Lakh or more providing sanitation & housekeeping services business in the last 5 (Five) FYs. The copies of last five Financial years Balance Sheets, Profit and Loss Accounts duly certified by the Chartered Accountant/Company Secretary needed to be uploaded in the Technical Bid Document slot. A certificate to this effect from Chartered Accountant on his letter head should also be uploaded with technical Bid documents.

XI) **Signed and scanned copy of registration certificate under Employees State Insurance Act,**

XII) **Signed and scanned copy of registration with Employee Provident Fund organization**

XIII) **Signed and scanned copy of valid ISO Certificate for Mechanized Housekeeping services.**

XIV) **Signed and scanned a copy of the Authority Letter from competent authority of the agency/firm in the name of Authorized official on agency/firm's Letter Head.**

XV) **Signed and Scanned Check list of Techno-Commercial Bid documents required as per “Annexure-III(B)” in the Technical Bid Check List format** must uploaded in the respective Techno-Commercial Bid Documents Slot in the E-tendering solution.

**7. BID OPENING:**

7.1 The authorized representatives/Committee nominated by the Director, AIIMS Bhopal will open the Prequalification/ Technical Bids in the presence of the Bidders or of their representatives, who are interested to be witness to attend the opening of Bids at the appointed place and time at AIIMS Bhopal.

7.2 The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

7.3 Conditional bids will also be summarily rejected.

7.4 Subsequently, the selected technical bids will be evaluated as per the methodology given in the **Clause No. 8 Bid Evaluation** below.

7.5 Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders on the date of Financial Bid opening, which may intimated separately to Technically Qualified Bidders only.

7. **TECHNICAL AND FINANCIAL BID EVALUATION METHOD AND WEIGHTAGE:**

*Adapted the criteria for Bid Evaluation from Office of the Comptroller and Auditor General of India, New Delhi e-tender for “Hiring of manpower services (Unskilled, Semi Skilled, Skilled and Clerical and Non Technical Supervisory staff) to work as Peon / Safaiwala / Data Entry Operator / Cooks /Receptionists for the year 2011-12)*

The bidder should required to fulfill all the **Eligible Criteria for Qualification as mentioned**
above in Clause No. 6. Only such bidders who fulfill these criteria will be technically shortlisted for opening of their Financial Bids.

The bidder will further be liable for disqualification if it has:

8.1 Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the e-tender document,

8.2 Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.

8.3 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.

8. All bidders who qualify based on Technical Bid shall be informed separately and to attend the Financial bid opening on prescribed date and time.

9. The e-tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Financial Evaluation.

11. Technical Bid Evaluation Criteria

The Technical Bid Evaluation Committee constituted by the Director, AIIMS Bhopal to evaluate the Technical Proposals on the basis of their responsiveness to the e-tender terms, Applying the Evaluation Criteria, Subacriteria and Point system specified.

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

The following is the evaluation criteria shall be adopted for engaging Housekeeping Service Agency for AIIMS Bhopal (500 bedded) Hospital.

Technical Bid Evaluation Criteria and weightage matrix for Technical Bid Evaluation adopted at AIIMS Bhopal [Total Marks : 100 marks]

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Eligibility Criteria</th>
<th>Scheme of Marks to be given as below during Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Total years of experience</strong> in the field of handling Housekeeping services for Hospitals (Determined from years of incorporation) Firms having less than 3 years’ experience will not be considered. (Maximum Marks = 25 Marks)</td>
<td>Minimum 3 years</td>
</tr>
<tr>
<td></td>
<td>5 marks</td>
<td>10 Marks</td>
</tr>
<tr>
<td>2.</td>
<td><strong>Average Annual turnover for last three Financial Years</strong> in the Business of providing of housekeeping services (determined from last three years Balance sheet with profit and loss Accounts figures duly certified by the Chartered Accountant/Company Secretary) (Maximum Marks = 25 marks)</td>
<td>Up to 60 Lakh</td>
</tr>
<tr>
<td></td>
<td>5 marks</td>
<td>10 Marks</td>
</tr>
<tr>
<td>S. No.</td>
<td>Eligibility Criteria</td>
<td>Scheme of Marks to be given as below during Evaluation</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>3.</td>
<td>Total number of manpower&lt;br&gt;(Determined from Form 9A EPF &amp; 5aReturn of Contribution to ESI) provided by the firm.&lt;br&gt;(Maximum Marks = 25 marks)</td>
<td>Up to 50</td>
</tr>
<tr>
<td></td>
<td>5 marks</td>
<td>10</td>
</tr>
<tr>
<td>4.</td>
<td>Training, Site Visit, satisfactory work performance certificates &amp; work plan presentation&lt;br&gt;(Maximum 25 marks)</td>
<td>Tie up for vocational training in sanitation from Govt. approved Institutes</td>
</tr>
<tr>
<td></td>
<td>10 marks</td>
<td>15 marks</td>
</tr>
</tbody>
</table>

Minimum score for the Technical Bid shall be 60 marks for Technical Qualification.

**Illustration No.1 (for calculating Technical Weightage)**

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

**Financial Bid evaluation Criteria:**

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

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

**Illustration No. 2 (for calculating Financial Weightage)**

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

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

30 x Lowest Price (L1 Price) / Quoted Price (L2 OR L3...... and so on)

**Illustration No. 3 (for calculating Financial Weightage)**

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

30 x 100 (lowest prices L1) / 125 (quoted prices by L2) = 24 (financial score) Therefore L2 Bidder shall have total score of **80** (56 Technical Score + 24 Financial Score)

**FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER**

The Bidder meeting the minimum eligibility criteria and with the **highest marks/ rank** (i.e. the
total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process.

1. Format for submitting Financial Bid and Mechanism for payment:
   (i) Bidders will quote the rates taking into account the Detailed Scope of Housekeeping Work given at Section-III mentioned and rates should be quoted for the whole period as stated in this E-tender Enquiry in the Financial Bid format given at Annexure-IV. For the purpose of comparison of financial bid, the total amount for Two years (inclusive of taxes, levies etc.) will be added and technically shortlisted bidder whose rate quotation (inclusive of all taxes and levies etc.) for total period of validity of contract i.e. 2 years are found overall lowest, will be selected based on the total weightage system method elaborated above.
   (ii) Payment will be made every month subject to production of satisfactory performance report duly signed by the Nodal Officer, Housekeeping of AIIMS Bhopal along with the bill.
   (iii) No escalation of rates quoted will be allowed during the period of the contract except due to revision of minimum wages or revised statutory provision. Although the minimum wages have to be adhered to, an additional hospital risk allowance of 10% of the minimum wage must be given.
   (iv) In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.

12. CLEANING MACHINE: Bidder should furnish the list of Cleaning Machine and equipment to be used in carrying out the work. (in Form “G”) Details of any other plant & equipment required for the work not included inform”F” and available with the applicant may also be indicated.

13. AWARD CRITERIA

13.1 The employer reserves the right, without being liable for any damages or obligation to inform the bidder to:
   (a) Amend the scope and value of contract to the bidder.
   (b) Reject any or all the applications without assigning any reason.
   (b) Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

13.2 Intimation to Successful Tenderers

   The acceptance of E-tender may be communicated to the successful Tenderer in writing through Letter of Acceptance/Notification of Award or otherwise either by the E-tender opening authority or any Competnet Authority of the AIIMS Bhopal.

13.3 Execution of Contract Document

   The successful Tenderer after furnishing the Initial Performance Security Deposit as per the Section-II, General Conditions of Contract (GCC) vide Clause No.8, is required to execute an Agreement in duplicate in the form attached with the E-tender Documents on a Non Judicial stamp paper worth of Rs. 100/-. The Contract Agreement should be signed within 30 days from the date of issueing of Letter of Acceptance/Notification of Award by the AIIMS Bhopal. The Contract will be governed by the Contract Agreement, the General Conditions of the Contract (GCC) and other relevent documents as specified in the Contract Agreement. It shall be incumbent on the successful Tenderer to pay stamp duty for the Contract Agreement, as
applicable on the date of the execution (if applicable).
SECTION-II
General Conditions of Contract (GCC)

1. Notice Inviting E-tenders
Sealed E-tenders under Two Bid System by and on behalf of Director, AIIMS Bhopal invited from eligible Tenderers for the Housekeeping Services work specified in the Detailed Scope of Houskeeping Work at Section-III.

2. Language of E-tender / Contract:
The language of the E-tender shall be in English and all correspondence, drawings etc. shall conform to English language.

3. Clarifications by Tenderer:
Intending Tenderer will be allowed to seek clarification in specifications, Conditions of Contract, etc. in writing to AIIMS Bhopal in the Pre-bid meeting on the date mentioned in the E-Tender Schedule at MS Office Annex. AIIMS Bhopal Hospital, Saket Nagar, Bhopal-462020 (MP) and AIIMS Bhopal will upload clarifications (if any) in the AIIMS Bhopal website www.aiimsbhopal.edu.in and http://www.tenderwizard.com/AIIMSBHOPAL for all the intending Tenderers information and all intending bidders are advised to visit above said AIIMS Bhopal website and e-tendering portal regularly till the finalization of E-tender for updated information related with this E-tender. The Pre-Bid Meeting Clarifications/Amendments (if any issued by AIIMS Bhopal) shall be the form part of the E-tender Document and shall prevail in case of any dispute with E-tender Conditions floated through E-tender. The clarification issued by AIIMS Bhopal shall treated final.

4. Validity Period of Tenderers and Contract
4.1 The E-tender shall be valid for a period of 180 days from the date of its Technical Bid Opening and may be further be extended, if AIIMS Bhopal requested in writing for to do the same and the tenderer is willing to extend the same on the same rates mentioned in his bid for further period if any.

4.2 Period of Contract: The intinial period of Two Years, which is extendable for further period of Six Months with mutual understanding, if the services of the Outsourced Housekeeping Contractor found satisfactory.

5. Earnest Money Deposit of Rs. 2,00,000/- (Two Lakh):
5.1 The Tenderer shall deposit the amounts indicated as above in the E-tender Notice as Earnest Money Deposit (EMD). The Earnest Money shall be deposited in the form of FDR/Bank Guarantee/Demand Draft in favour of “Director, AIIMS Bhopal”, payable at Bhopal and should be valid for the period of 270 Days (i.e. 9 months), and must accompany with Technical Bid Document. The failure or omission to deposit the Earnest Money Deposit shall disqualify the E-tender and the AIIMS Bhopal shall exclude from its consideration such disqualified E-tender(s). No interest shall be payable by the AIIMS Bhopal in respect of such deposited Earnest Money. If any Tenderer interested to submit EMD in the form of Bank Guarantee (BG), the format is given at Annexure-‘V’ in this E-tender Document.

5.2 If AIIMS Bhopal accepts the e-tender, the Earnest Money shall be appropriated towards Security Deposit (i.e. on deposit of 10% of Annual cost of Housekeeping Services amount) payable by the Tenderer in accordance with the Conditions of Contract.
Alternatively on payment of the required amount of the Performance Security, the Earnest Money shall be returned to the Tenderer.

6. **Refund of Earnest Money**
   The Earnest Money of unsuccessful Tenderers shall be refunded after the issueing of Letter of Acceptance/Notification of Award to successful Tenderer and obtaining required Performance Guarantee of 10% Amount of annual Value of the Contract for the period of 27 Months from successful E-tenderer in favour of AIIMS Bhopal to the AIIMS and signs the Contract Agreement or within thirty (30) days of the expiry of validity period of E-tenders, whichever is earlier.

7. **Forfeiture of EMD**
   7.1 The Tenderer shall not revoke his E-tender or vary its terms and conditions without the consent of the AIIMS during the validity period of E-tender, failing which the Earnest Money deposited by it shall stand forfeited to the AIIMS without prejudice to its other rights and remedies and the Tenderer shall be blacklisted to submit a E-tender to the AIIMS for execution of any work during the next twenty-four (24) months effective from the date of such revocation.

   7.2 If the successful tenderer does not pay the Performance Deposit in the prescribed time limit or fails to sign the agreement bond, The Earnest Money Deposit will be forfeited by the AIIMS.

8. **PERFORMANCE SECURITY DEPOSIT**
   The Successful L-1 Contractor shall submit an irrevocable Performance Guarantee of 10% (Ten percent) of the Annual Contract value amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the Contract Agreement, (not withstanding and/or without prejudice to any other provision in the contract) within 30 Days from the Date of issuing of Letter of Acceptance/Notification of Award by AIIMS Bhopal. This guarantee shall be in the form of Fixed Deposit Receipt (FDR) /Banker’s Cheque/Demand Draft/Bank Guarantee (if given in BG form the format given in Annexure-VI) of any scheduled bank in accordance with the form annexed hereto in favour of Director, AIIMS Bhopal, Payable at Bhopal. In case a Fixed Deposit Receipt of any Bank is furnished by the contractor to the Government as part of the Performance Security Deposit and the Bank is unable to make payment against the said Fixed Deposit Receipt, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to the Government to make good the deficit.

   The Performance Security Deposit shall be initially valid for the period of 27 Months. In case the time for completion of work gets enlarged, the contractor shall get the validity of Performance Security Deposit be extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the Competent Authority, the Performance Security Deposit shall be returned to the contractor, without any interest.

   In the event of the contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the Performance Security Deposit shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS Bhopal.

9. **Cost of E-tender and its process**
   9.1 The Tenderer shall bear all costs associated with the preparation and submission of its E-tender. The AIIMS shall in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the E-tendering Process.
10. Eligible Tenderer

Only those Tenderer, who fulfill the eligibility criteria and able to upload all the desired documents copies on e-tendering portal as mentioned in E-tender Document are eligible to submit their E-tender for this work. The documents indicated against each of the eligibility criteria shall be required to be uploaded in the technical bid slot of e-tendering portal of AIIMS Bhopal to establish the eligibility of the Tenderer. However, all criteria mentioned in the Eligibility Criteria of the E-tender Document over-rides all other criterions.

11. Relationship with Official(s)

The Tenderer shall not be associated presently or in the past with any of the office bearers of AIIMS Bhopal, either directly or indirectly. The Tenderer shall furnish an Undertaking along with acceptance of Terms and Conditions on a Non-Judicial stamp paper of Rs.100/-for the same. If any information so furnished shall be found to be untrue or false, the Tenderer shall be liable to be disqualified and the Earnest Money accompanying such E-tender shall stand forfeited to the AIIMS Bhopal. If the Information so furnished shall be found to be untrue or false during the currency of the contract, the Tenderer shall be held to be in default and the Contract, if any awarded to it shall be liable to be terminated with its consequences.

12. Inspection of Site and Sufficiency of E-tender: -

The Interested Tenderer is expected to work out their own rates based on the detailed description of works, required items, requested specifications and conditions, Statutory Taxes and finally arrive at the cost of the Housekeeping Work/Services. The Tenderer shall be deemed to have satisfied itself before e-tendering as to correctness and sufficiency of its E-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 Housekeeping Works/Services. Where necessary, before submitting its Commercial Bid the Tenderer should inspect and examine the AIIMS Bhopal site and its surroundings and shall satisfy itself about form and nature of the Site, the quantities and nature of the Housekeeping 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 E-tender. No extra charges consequent on any misunderstanding or otherwise shall not be allowed and paid by AIIMS Bhopal.

13. Place of Submission of E-tender

13.1 The Complete E-tender in the manner specified in the following paragraph will be received in any of the following offices / manner: Only requested Technical Bid documents in sealed envelope must dropped before the closing date and time given in the E-Tender Schedule of this E-tender in the Tender Box kept in the Office of the Medical Superintendent, All India Institute of Medical Sciences, Hospital Building, Saket Nagar, Bhopal-462020 (MP).

13.1 All the other requested Technical Bid documents as per the Eligibility Criteria mentioned in the Technical Bid requirement duly signed, stamped scanned copies must required to be uploaded in the Technical Bid Slot of this E-Tender. Those bidders who failed to upload required documents scanned copies on e-Tendering portal of AIIMS Bhopal, their bid may liable for rejection without assigning any further reason.
14. Last Date for Submission
14.1 Last date of submission of e-tenders as given in the E-Tendering Schedule in the E-tender Box kept at the Office of the Medical Superintendent, AIIMS Bhopal Hospital Building, Saket Nagar, Bhopal-462020 (MP). The E-tender will upload in the E-Tendering portal and reach on time and dropped in the E-tender Box available at the address given above within the stipulated date and time of bid submission is the sole responsibility of Tenderer. E-tender received late will not be considered / entertained in any circumstances by AIIMS Bhopal.

14.2 Sealed E-tenders shall be dropped in the E-tender Box kept at the address specified above not later than the time and date specified in the E-tender Notice in the Schedule of E-tender. In the event that the specified date for the submission of E-tender is declared a holiday, the offers will be dropped in the E-tender Box up to the appointed time on the next working day.

14.3 The AIIMS Bhopal may, at its discretion, extend this deadline for submission of E-tenders by amending the E-tender Documents, in which case all rights and obligations of the AIIMS Bhopal and Tenderer will thereafter be subject to the deadline as extended.

14.4 Any E-tender received by the AIIMS Bhopal after the deadline for submission of E-tender prescribed by the AIIMS Bhopal, pursuant to the clause above, will be rejected and /or returned unopened to the Tenderer.

15 Modifications and Withdrawal of Offers
The Tenderer may modify or withdraw its E-tender after its submission, provided that a written notice of modification or withdrawal is received by the AIIMS Bhopal prior to the closing date and time prescribed for submission of E-tender. No E-tender can be modified by the Tenderer, subsequent to the closing date and time for submission of E-tender.

16 MANNER OF SUBMISSION OF E-TENDER (in Two Bid System)
E-tenders requested hard copies of Technical Bid document should be submitted in SINGLE ENVELOPES. Envelope should contain the Technical Documents & Documents related to Eligibility Criteria duly Super-scribed as “Technical Bid”. The name of work mentioned in e-tender notice along with full name and address of Tenderer and properly Sealed must be dropped in the Tender Box kept in the Office of Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal-462020 (MP) on or before the closing date of this Tender as mentioned in the schedule of Tender on e-Portal or AIIMS Bhopal website in person. The bid receipt late shall not be entertained and declared rejected.

17 The Single (Technical Bid Documents) envelope shall contain the following:
Envelope No.1 (Technical Bid only):
(Tenderer is advised to submit specifically only the required documents in the Technical Bid envelope as per the mentioned order, to enable a faster scrutiny and rest all required documents as per Eligibility criteria the sighed, stamped scanned copy must uploaded in the e-tendering portal Technical Bid Slot).
1. EMD of Rs. 2 Lakh in the form of FDR/BG/DD in favour of Director, AIIMS Bhopal (without interest bearing).
2. Tender Document Fee of Rs. 1050/- in form of DD/Banker’s Cheque in favour of Director, AIIMS Bhopal (Non-Refundable)
3. Undertaking for accepting Terms & Conditions duly notarized in the Rs. 100/- Non-Judicial Stamp Paper.
4. Undertaking for non-blacklisting/CBI/Court Case/FEMA case pending against firm duly notarized in the Rs. 100/- Non-Judicial Stamp Paper.

18 Please note beside the above stated documents original copies rest of all documents as
mentioned in the Eligibility Criteria (to be submitted in the same chronological order as asked in the Criteria given in the Section-I INSTRUCTIONS TO BIDDERS (ITB) at Clause No.6) its scanned copies is needed to be uploaded in the Technical Bid Slot of e-tendering portal of AIIMS Bhopal by the interested Bidder company.

All required annexures to be filled, duly signed, stamped and its scanned copies is required to be uploaded in the Technical Bid Slot of the E-Tendering portal of AIIMS Bhopal.

Work Plan:-The tenderer must upload a complete work plan indicating floor wise & shift wise deployment of staff & machines (type, brand etc.). The tenderer must also specify a frequency of different cleaning services e.g hourly, shift wise etc. After opening of the technical bid, these plans may be harmonized & the eligible tenderer may be asked for Presentation for the same. Bids submitted without the work plan shall liable for rejection.

19 The Bidder shall quote their Prices in the Financial Bid in the Excel Sheet format in Financial Bid Slot of E-Tendering portal online only. No need to be provide their Financial Bid in the hard copy by the Tenderer against this e-Tender.

20 Important Points to be noted by the Tenderer during preparation for their Bid:

20.1 On receipt of blank E-tender form the Tenderer should ensure that no corrections or over writings or erasures are left for attestation by the competent authority of the AIIMS Bhopal.

20.2 The Bid is required to be submitted in Two Bid System i.e. Technical Bid and Financial Bid. The Bidder is only needed to submit the required original hard copies of the indicated documents in sealed Technical Bid Envelope only. All rest Technical Bid documents scanned copies is needed to be uploaded in the E-Tendering portal in the Technical Bid Slot.

20.3 The financial bid shall be inclusive of all applicable Taxes, Octroi, Local Taxes, etc. to be paid by the Tenderer for the Work/Service and any claim for extra payment on any such account shall not be entertained and paid by AIIMS Bhopal. The bidder will quote their prices online only in the given excel sheet Format in the e-tendering portal in Financial Bid Slot.

20.4 No alterations or additions anywhere in the E-tender Document are permitted. If any of these are found, the E-tender may be summarily rejected.

20.5 In case of a firm, each partner or power of attorney holder shall sign the E-tender and the signatures shall be attested as witness by a reputed person in the space provided for the purpose. The attested copies of power of attorney of person signing the E-tender shall be enclosed with the E-tender. The power of attorney shall be signed by all partners. In case of Private limited /public limited companies, the power of attorney shall be supported by Board Resolution and appropriate and adequate evidence in support of the same shall be uploaded.

20.6 All pages and pasted slips should be proper page numbered and duly signed & Stamped by the Tenderer. Corrections, if any, must be signed & stamped and legible scanned copies is needed to be uploaded.

20.7 No page shall be added or removed from the set of E-tender Document by the Tenderer.

20.8 The Tenderer shall submit the E-tender which satisfies each and every condition laid down in this E-tender Document, failing which the E-tender will be liable to be rejected. Conditional E-tenders will not entertained and shall be liable for rejection.

21 Process to be Confidential:

E-Tender ID No. AIIMSBPLHOSP161700401072016 OUTSOURCED HOUSEKEEPING SERVICES Dated 01.07.2016 Page 23 of 111
Information relating to the examination, clarification, evaluation and comparison of E-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 to the successful Tenderer has been announced.

22 Preliminary Scrutiny:
The AIIMS Bhopal will scrutinize the E-tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the E-tenders are generally in order. The AIIMS Bhopal will also determine the substantial responsiveness of the Tenderer. For purpose of these clauses, a substantially responsive E-tender is one that confirms to all the terms and conditions of the E-tender Documents without material deviations as per the documents & conditions requested in the eligibility criteria. The AIIMS’s Bhopal determination of an E-tender’s responsiveness is to be based on the contents of the E-tender itself without recourse to extrinsic evidence.

An E-tender determined as not substantially responsive will be rejected by the AIIMS Bhopal and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS Bhopal may waive any minor infirmity or irregularity in an E-tender which does not constitute a material deviation. This shall be binding on all Tenderers and the AIIMS Bhopal reserves the right of such waivers if it is felt in the interest of the Institute is in the sole discretion of Director, AIIMS Bhopal.

23 Clarification of Offers:
To assist in the scrutiny, evaluation and comparison of E-tenders, the AIIMS Bhopal may, at its discretion, ask some or all Tenderer for any Technical Clarification related to their E-tender. The request for such clarifications and the response shall be in writing. To speed up the E-tender process, the AIIMS Bhopal, at its discretion, may ask for any Technical Clarification to be submitted by means of facsimile/email by the Tenderer. In such cases, original copy of the document describing the Technical Clarifications must be sent to the AIIMS Bhopal by means of courier/in person/ if required AIIMS Bhopal officials may visit the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check the credential of the Bidder company.

24. PARTIES TO THE CONTRACT:
The parties to the Contract shall be the Contractor, whose offer is accepted by the AIIMS Bhopal. The person signing the offer or any other document forming the part of Contract on behalf of other persons of a firm shall be deemed to have due authority to bind such person/s or the firm as the case may be in all matters pertaining to the Contract. If it is found that the person concerned has no such authority, the AIIMS Bhopal may, without prejudice to any other Civil/criminal remedies, terminate the Contract and hold the signatory and/or the firm liable for all costs and damage for such termination.

25. CONTRACT AGREEMENT DOCUMENT:
The several Contract documents forming the Contract Agreement shall be taken as mutually explained to one another, but in case of ambiguities or discrepancies the same shall be explained and harmonized by the Competent Authority (i.e. Director, AIIMS Bhopal), who shall issue to the Contractor necessary instruction thereon and in such event unless otherwise provided in the contract the priority of the document forming the Contract Agreement shall be as follows:-
(i) Contract Agreement should be executed on Non-Judicial Stamp Paper worth of Rs.100/-.
(ii) Letter of Acceptance/Notification of Award.
(iii) Instructions to Bidder
(iv) The General Conditions of Contract.
(v) Minutes of Pre-Bid Meeting/clarifications/Amendments/Corrigendums (if any).
(vi) Any other correspondence exchanged between the parties in connection with the Contract.
(vii) The Contractor’s Offer.
26. LOCAL FUNCTIONAL OFFICE AT BHOPAL CITY: The participating Houskeeping Service Provider Agency should have local Functional Office based at Bhopal City to handle AIIMS Bhopal Housekeeping Services work contract efficiently.

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

28. INSPECTION OF SERVICES:
The AIIMS Bhopal will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications through nominated Nodal Officer for Housekeeping Services. The Director, AIIMS Bhopal or his nominee shall be entitled at any time to inspect the services.

29. REPORTING & PENALTIES FOR QUALITY ASSURANCE

The following reports required to be submitted by the vendor:-

(i) A daily report of staff present on duty in all the shifts should be submitted.
(ii) A daily report of the status of the equipment and its utilization should be submitted.
(iii) A daily report of the washing undertaken should be submitted.
(iv) A daily report of the chemicals and the consumables used should be submitted.
(v) A daily report of the general sanitation from the Sanitation Officer or any other officer deputed for the purpose based on the designated Performa should be submitted.
(vi) A monthly feedback report from the user areas as based on Key Performance Indicators (KPI) should be submitted.
(vii) A centralized complaint reporting and redressal mechanism to be managed by the bidder. The redressal has to be certified by the complainant.
(viii) Any other reporting mechanism as desired by AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP)

30. Penalty Clauses

(i) 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 AIIMS Bhopal reserves the right to impose the penalty as detailed below:

<table>
<thead>
<tr>
<th>Offences</th>
<th>Penalties (In Rupees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worker not found wear and displaying photo ID in AIIMS Bhopal during duty Hours</td>
<td>100/- per instance.</td>
</tr>
<tr>
<td>Worker not found in proper Uniform</td>
<td>500/- per instance.</td>
</tr>
<tr>
<td>Indulging in smoking/ drinking/ sleeping or any other misconduct during duty hours by the worker at AIIMS Bhopal</td>
<td>1000/- with removal of the offender</td>
</tr>
<tr>
<td>Duty performed by a worker for more than one shift in 24 hours at AIIMS Bhopal</td>
<td>With Due permission from the Sanitary Officer, linked to Biometric attendance system, Not more than 5% of the total attendance. Penalty of 200/- per instance</td>
</tr>
<tr>
<td>Offences</td>
<td>Penalties (In Rupees)</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Unsatisfactory performance</td>
<td>Individual Complaint: 1000/- per instance</td>
</tr>
<tr>
<td></td>
<td>Adverse report by ad hoc Committee for inspection: 5000/- per instance</td>
</tr>
<tr>
<td></td>
<td>Adverse Monthly report: 10,000/- per report</td>
</tr>
<tr>
<td>Machine out of order/deploying lesser no. of machines</td>
<td>2000/- per machine per day</td>
</tr>
<tr>
<td>Wrong/Improper chemical used</td>
<td>5000/- per instance</td>
</tr>
<tr>
<td>Absenteeism/Under deployed</td>
<td>1000/-per instance</td>
</tr>
<tr>
<td>Complaints are not registered or not redressed</td>
<td>500/-per instance</td>
</tr>
<tr>
<td>Absence of personal protective gears</td>
<td>200/-per instance</td>
</tr>
<tr>
<td>For any other breach, violation or contravention of any terms and conditions</td>
<td>Rupees 5000/- will be imposed per day</td>
</tr>
<tr>
<td>In case the services remain consistently unsatisfactory for a period of more than 2 weeks</td>
<td>penalty of 5% of the Monthly Bill value will be imposed and deducted</td>
</tr>
</tbody>
</table>

(ii) 2% of total annual cost of order/agreement (Annual cost to AIIMS Bhopal as quoted in e-tender) per week, up to 2 weeks delays after given time of 30 days for non-execution of Contract Agreement after issue of a Letter of Acceptance /Notification of work by AIIMS Bhopal.

(iii) After 2 weeks delay, the AIIMS Bhopal reserves the right to cancel the Contract and withhold the Agreement and ask and get this job to be carried out from L-2 bidder on L-1 Bidder’s price. The defaulting L-1 bidder may be debarred/blacklisted for a period of 4 years (i.e. 2 terms). The EMD/Bid Security deposited by the such defaulter Contractor shall also be forfeited in total.

(iv) Equipment deployed at AIIMS Bhopal for handling Housekeeping Services should be all time 100% uptime, means the Contractor is responsible for take immediate measures for get repaired their equipments and ready for its use in AIIMS Bhopal Services.

(v) The amount payable for the preceding month will only be released after submission of their Monthly Bill along with certification of satisfactory performance certificates obtained from each of Housekeeping Service Area Incharge/Housekeeping Nodal Officer nominated by AIIMS Bhopal. Penalty will be recovered from the preceding monthly bill or from the performance security deposit. In case it is recovered from the performance security deposit, than the bidder will have to deposit the corresponding amount before release of further payments.

(vi) In case of any damage/loss/theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.

31. **CONTRACT PRICE:**

(i) The Contractor shall be paid the Contract Price every month. The Contract Price shall cover all expenditure incurred on staff, establishment, Manineries, maintenance
and repairs, spares and consumables, and any other expenses agreed upon.

(ii) The rates agreed between the AIIMS Bhopal and the Contractor is inclusive of all charges & taxes except the Service tax which should be mentioned separately in the monthly bill submitted by the Contractor for claiming their payment against services done.

(iii) The Service Tax on the prevailing Service Tax Rates shall be deposited by the Contractor to the Service Tax Department (for his Service Tax Liability part), and for claiming the Service Tax of Contractor’s Liability Part, the Service Tax Deposit Receipt obtained from Service Tax Department to be submitted with each preceding monthly Bill for claiming the same from AIIMS Bhopal. The Service Tax as an Employer Liability shall be directly deposited by AIIMS Bhopal to Servicer Tax Department on each month basis.

(iv) The Contractor shall pay all the Taxes directly to respective organizations and to the Government of India. The AIIMS Bhopal shall not take any responsibility for any kind of Tax payment to the Government or quasi-Government bodies at any point of time.

(v) All charges on account of Octroi, Cess, Terminal or Sales tax and other duties on material obtained for the Services from any source including the tax applicable as per MP VAT/Sales Tax Act in the goods involved in the execution of the Services, etc. shall be borne by the Contractor.

32. Obtaining and Submission of Labour Licence copy under Contract Labour (R&A) Act 1970 : If the Housekeeping work awarded to the Any Housekeeping Service provider Agency, the Agency should obtain and submit the self-attested copy of Registration Certificate under Contract Labour (R & A) Act 1970 for offering their services at AIIMS Bhopal within the 15 Days of commencement of their services at AIIMS Bhopal.

33. PAYMENTS :
(i) The rates quoted shall be inclusive of Work Contract tax, Sales Tax, Cess, ESI, EPF, Octroi or any other duty or taxes levied by the Central or State Govt. or Local Body, except the Service Tax. Service Tax shall be paid by the contractor to concern Department on demand and it will be reimbursed to him after satisfying that it has been actually and genuinely paid by the contractor. The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, and shall hold well till completion of supply of the Services. Bills for Services supplied under this contract shall be prepared in triplicate by the Contractor at the end of every month. The payment of bills and other claims arising out of the Contract will be made by Account Payee Cheque drawn in the name of the Contractor or through Electronic Clearing System (E.C.S.) It may be noted that under the provision of the Indian Income Tax Act, the AIIMS is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

(ii) The payment against bills shall be made every month by AIIMS Bhopal. The bill has to be accompanied by the exact data on personnel employed plus other charges as per rates quoted on Financial Bid at Annexure IV, which has to be certified by authorized representative of AIIMS Bhopal on a daily basis. The service provider shall disburse the wages to its personnel deployed in the AIIMS Bhopal every month through ECS. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15th of every month.
(iii) The contractor will have to deposit the proof of depositing employee’s contribution towards EPF/ESI etc. of each employee in every month.

(iv) The contractor shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. The contractor has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on nonjudicial stamp paper of Rs 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

(v) As per agreement contract for outsourcing agencies etc the following documents, certificates, affidavits and verification etc are required to be endorsed/sent with the bills submitted for payment.

(vi) The bill has to be accompanied with

a) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of AIIMS Bhopal on a daily basis.

b) Contractor shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at AIIMS Bhopal against this contract.

c) Particulars of the personnel engaged for the work are required to be submitted to AIIMS Bhopal.

d) The contractor has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be made submitted along with bills.

e) Bills in detail may be drawn as per column given below:

1) Basic Pay
2) VDA
3) ESI
4) EPF
5) Bonus
6) Gratuity
7) Uniform Outfit
8) Washing Allowance - Weekly Off
9) Service Charges
10) Service Tax
11) Overtime (if any)
12) Any other head under which payment sought
13) For individual S.A./ supervisor etc. due and net payable/paid monthly wages etc may be furnished in the Format given at Annexure-VIII.
14) Certificate/affidavit by service provider:

The service provider has to submit adequate documentary proof of depositing of ESI, EPF and Service Tax in concerned authorities and has to submit an affidavit on nonjudicial stamp paper of Rs. 10/- that they have
deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

34. PRICE VARIATIONS:

(i) 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) Act1970, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes, service, services charges etc. of the agency. Minimum wages for all purposes of e-tendering and execution thereof shall be rates as notified by Regional Labour Commissioner Bhopal. Revision of rates will be acceptable against submission of order/notification from time to time with authentic proof of having paid the same.

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

35. PROHIBITION FOR TRANSFERING/SUBCONTRACTING ASSIGNED WORK TO OTHER PARTY:

The contractor shall not engage any sub-contractor or transfer the contract to any other service provider.

36. CORRUPT OR FRAUDULENT PRACTICES:

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

‘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

‘Fraudulent practice’ means a misrepresentation of facts in order to influence a procurement process or a execution of a Contract to the detriment of the AIIMS, 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 the AIIMS of the benefits of the free and open competition.

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 the Contractor.

37. DISPUTES & ARBITRATION:

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

38. **MODE OF SERVING NOTICE**:
Communications between Parties which are referred to in the Contract Agreement 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 provide in this Contract all notices to be issued on behalf of the AIIMS Bhopal and all other actions to be taken on its behalf may be given or taken by the Director, AIIMS Bhopal or his nominated Official. 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.

39. **PUBLICITY**:
Any publicity by the Contractor in which the name of the AIIMS Bhopal is to be used should be done only with the explicit written permission of the Director, AIIMS Bhopal.

40. **GOVERNING LANGUAGE**:
Govern the language for the entire contract and communications thereof shall be in English only.

41. **LAW**:
The Contract shall be governed and construed in accordance with the law in India.

42. **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 Bhopal which shall have exclusive jurisdiction to the exclusion of any outside court.

43. **STAMP DUTY**:
The Contractor shall bear and pay any stamp duty and registration charges of the Contract.

44. **SHIFTS & SHIFTS TIMINGS**:
1\textsuperscript{st} Shift : 06.30 am to 03.00 pm.
2\textsuperscript{nd} Shift : 03.00 pm to 11.30 pm.
3\textsuperscript{rd} Shift : 11.30 pm to 06.30 am.
General Shift : 09.30 am to 06.00 pm.

45. **Valid Labour License, EPF/ESI Registration Numbers & Indemnity Bond**:
The contractor shall obtain a valid license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the AIIMS Bhopal No payments would be released till the contract license is submitted to AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP) Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen’s Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional
Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer’s amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. In the eventuality of the contractor failing to remit employee/employer’s contribution towards EPF subscription etc. within the stipulated time, the administrative head of the AIIMS Bhopal is entitled to recover equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Pass Book/ESI card to every worker and shall supply the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work. If any change is required on part of AIIMS Bhopal a fresh list of personnel shall be made available by the contractor after each and every change.

If on account of non-compliance with the provisions of any laws, AIIMS Bhopal is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to AIIMS Bhopal for all such payment and AIIMS Bhopal shall be free to make deductions on this account from the amount of Performance Security Deposit, in which case, the Contractor shall immediately pay to the AIIMS Bhopal such amount as may be necessary to make up the required Performance Security Deposit, or from the dues which may be payable by the AIIMS Bhopal to the Contractor. The Contractor will sign an Indemnity Bond in favor of AIIMS Bhopal to this effect. No liability whatsoever shall attach to the AIIMS Bhopal on account of or any failure on the part of the service provider to observe these regulations.

46. Rights of the AIIMS
(i) The AIIMS Bhopal reserves the right to suitably increase/ reduce the Detailed Scope of Housekeeping Work given at Section-III put to this E-tender. In case item rate contract, the AIIMS does not in any way guarantee the quantity for which an order may be placed and the E-tender quantity may only be treated as indicative.

(ii) In case of any ambiguity in the interpretation of any of the Clauses in E-tender Document or the Contract Document, interpretation of the Clauses by the AIIMS Bhopal shall be final and bindings on all Parties.

47. Contract Period (initial Period for 24 Months):
The contract will be valid for a period of Two years from the date of commencement which can be further extended for Six months period subject to satisfactory performance.

48. Review & Termination
It may be noted that quality of Housekeeping service and Operations as per SOPS given at Annexure-A-1 to A-12 and Cleaning Schedule as per Annexure-B-1, and as per Cleaning Metods and Material given in Annexue-C1 to C-7 are the essence of the Contract. If at any time it is seen that, a result of the poor quality of Housekeeping continues for a period of 15 days, the Contract may be Terminated. AIIMS would periodically draw swab samples from the areas allotted to the Contractor to check Sterility & Cleanliness.
49. **COMMENCEMENT OF SERVICES**

**Area of Operation**

At AIIMS Bhopal the details given in the **Detailed Scope of Housekeeping work at Section-III.**

The tenderers are expected to cover the both inside & outside area Wards, ICU, CCU, NCCU, Operation Theatres, OPDs, Casualty, Internal Passages, Staircases, Lift lobbies, Waiting area, Corridors & Sanitary Blocks, Toilets, including electrical fittings & windows of the Hospital Buildings, Medical College Building, Nursing College Building, Auditorium, Service Building, Animal House, Boys Hostels, Girls Hostels, Nursing Hostel, Guest House, entire Residential Area, Pump Houses, Foot Paths, Parks, Parking, Play Grounds, Roads etc. it means what so ever area available inside the boundry of AIIMS Bhopal is under the perview of Housekeeping Service Contract.

Services offered : At AIIMS Bhopal (as per list attached), the contractor has to provide Mechanized Housekeeping Services on Day to day basis i.e for 365 days a year(24x7) basis.

50. **HYGIENE STANDARDS, POLICE VERIFICATION AND MEDICAL CERTIFICATE OF DEPLOYED STAFF OF THE CONTRACTOR:**

(i) The Contractor employees should be in proper uniform, wearing ID Cards as prescribed by AIIMS Bhopal at the time of work and shall be available at their assigned place of work during their duty time as per the **Annexure-D-1.**

(ii) The Contractor employees should be presentable in appearance i.e well cut and groomed hair, properly combed, shaved etc.

(iii) Contractor/service provider shall get Police Verification of each of Manpower deployed for handling AIIMS Bhopal House keeping assignment and submitted to the AIIMS Bhopal Authorities along with a list of all relevant detailed information releated with them like their Name, Address, Contact Number, Qualification etc. The 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.

(iv) The Area to be maintained as defined at **Annexure-‘F-1’**

51. **CONTRACTORS RESPONSIBILITIES:**

(i) Material cost, Labour Wages, Garbage Disposal Cost, Statutory Expenses etc.: The cost of all material required for housekeeping, Wages to deployed Housekeeping Manpower, obtaining necessary required licences for Labour, Garbage Disposal, Bio Medical Waste handling form appropriate statutory authority like Labour Commissioner Office, Bhopal Municipale Corporation, Polution Control Board, National Green Tribunal etc. under relevent Rule and Regulation for setting up the said infrastructure, recruitment of staff, maintenance of equipment, and any other expenses including fuels, any taxes, local or otherwise required by the Contractor for the purpose of this contract shall be borne by the Contractor and indemnify AIIMS Bhopal for any Statutory Claims, Loss occured during the offering Housekeeping Services at AIIMS Bhopal.
(ii) 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 of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority as per details given in Annexure-F-1.

(iii) The Operator shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

(iv) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.

(v) The AIIMS Bhopal shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the AIIMS Bhopal at any time.

(vi) If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the AIIMS Bhopal authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP)

(vii) The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of AIIMS Bhopal or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the AIIMS Bhopal premises and near to it.

(viii) The contractor shall be responsible for all acts of omission/commission in the AIIMS Bhopal by their employees during the course of discharge of their duties at AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP) AIIMS Bhopal will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described Detailed Scope of Housekeeping Work given at Section-III because of such acts of omission/commission.

(ix) Persons suffering from contagious or infectious disease shall not be employed or permitted to work in AIIMS Bhopal & it reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the AIIMS Bhopals on medical examination of such employees, shall be borne and paid by the contractor.

(x) The contractor will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the AIIMS Bhopal premises is considered undesirable by the authorities.

(xi) The service provider’s work shall be executed under the Sanitation Officers/Sanitation Inspector of AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP) The contractor shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding
the sanitation & housekeeping services made at the centralized control room/desk and shall be directed to the supervisor and he must ensure speedy redressal.

(xii) Contractor shall be responsible for the watch and ward of the cleaning material as per Annexure-E-1 provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.

(xiii) 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 AIIMS Bhopal.

52. Deduction of TDS at Source: The AIIMS Bhopal will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor monthly bills and provide the TDS certificate after the completion of financial year on demand.

53. Termination of the Contract: The contract can be terminated by the first party (Head of AIIMS Bhopal) by giving three months notice. The second party (the contractor) if so desire to terminate the contract will be required to give six months notice or till AIIMS Bhopal is able to make alternative arrangements, whichever is earlier.

54. Prohibition for deployment of Minors: The contractor shall not engage the personnel below the age of 18 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP) Persons at higher risk should be vaccinated against Hepatitis ‘B’.

55. Bearing of Litigation Cost: Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor’s personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines. The concerned contractor personnel shall attend the court as and when required.

56. Post Payment Audit: If as a result of ‘Post Payment Audit’ any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the e-tender, it shall be recovered by the AIIMS Bhopal from the contractor.

57. Maintenance of Records: The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor and not on AIIMS Bhopal administration.

58. Force Majure: Any failure of omission or commission to carry out the provision of this Agreement by the contractor shall not give rise to any claim by one party, one against the other, if such failure of omission or
commission arises from an act of God; which shall include acts of natural calamities such as flood, earthquake, from civil strikes, riots, curfew, embargoes or from any political or other reason beyond the parties control including war(whether declared or not) civil war or stage of insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to Force majeure conditions.

59. **Waiver** : At any time any indulgence or concession granted by AIIMS Bhopal shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further the failure of AIIMS Bhopal to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of AIIMS Bhopal to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.
SECTION-III

DETAILED SCOPE OF HOUSEKEEPING WORK

Mechanized & automated Housekeeping/cleaning requirement of AIIMS Bhopal is as follows:-

1. **High Risk areas:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A,1 Frequency of cleaning will be as per cleaning schedule at Annexure- B1

2. **Low Risk areas:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A2, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

3. **Dirty Utility Room:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A3, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

4. **Toilets Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-11, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

5. **Corridor Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-4, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

6. **Elevator Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-5, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

7. **Staircases:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-6, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

8. **Window Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-7, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

9. **Consultant Room/Faculty Room i/c attached toilet:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-8, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

10. **Operation Rooms/OTs:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-9, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

11. **ICU’s:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-10, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

12. **OUTER AREAS:** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-12, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

13. **STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREAS**
    Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-13, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

14. **MEDICAL COLLEGE/NURSING COLLEGE/HOSTELS/SERVICE BUILDING/ PUMP HOUSES/ SUB-STATION/AYUSH BLOCK/GUEST HOUSE/ AUDITORIUM/ LIBRARY AREA etc.** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-2, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

15. **ROADS/FOOT PATHS/PARKS/PARKING AREAS AND OTHER SURROUNDING AREAS WITHIN THE BOUNDARY WALL OF AIIMS BHOPAL** Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-2, Frequency of cleaning will be as per cleaning schedule at Annexure- B1

**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.
Standard Operating procedure for High Risk Area of AIIMS Bhopal

Objective: To clean and maintain sterile areas as per highest cleaning standards.

Identified sterile areas.

1. (OTs/ICU/CSSD ETC.) [EXCLUDING OPERATION AREA]
2. Pre/Post operative units.
3. Main Emergency.
4. ALL WARDS/In-patient rooms.
5. ISOLATION WARDS
7. L.C.U.s
8. Recovery Units.
10. Forensic Dept..

Activity | Chemicals used
--- | ---
1. Dusting of All Areas | Bacillocid Solution/Hypochlorite
2. Scrubbing | 2% Hypochlorite Solution/Mikrobac Forte & R-2
3. Spray & Shield Areas | 1% Bacillocid
4. Mopping | Mikrobac Forte/Hypochlorite
5. Disinfection | 2% Bacillocid
6. Mattress Disinfection | Bacillocid Solution
7. Cleaning of sputum mug & urine pot

Description:

1. Remove all soiled Linen and garbage.
2. Check for cobwebs.
3. Possibly remove or keep aside machines and instruments.
4. Dust the entire area.
5. Scrub thoroughly with Mikrobac Forte/1% hypochloride solution/R-2.
6. Disinfect the entire area including walls, floor, tiles and skirting with steam cleaner.
7. Arrange the machine and instrument in their respective places.
8. Re-dust the area again with bacillocid solution.
9. Every week all sterile and sub sterile areas are thoroughly washed and scrubbed with hypochloride solution/R-2 to ensure a completely disinfected area.
10. Change the mop if you can after using it with each individual. You can use old OT Sheets.
11. Dip used mops in 2% sodium hypochlorite for half an hour.
12. Maintenances to be checked and fed in the computer on daily basis.
13. Curtain or divider should be washed and change weekly.
14. In case, of infected case, the discarding of towel or O.T. sheet used, needed to be thrown.
15. If it is reusing, then the proper procedure for its cleaning and disinfection under the Patient Care Point Nursing Incharge instructions and supervision can be done and the linen items can be handed over to the Laundry Operator for further cleaning.
Standard operating procedure of cleaning of General/Low risk area at AIIMS Bhopal.

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

Identified low risk areas.

Public areas
Waiting areas
Corridors
Basement
Staircases
Elevators
MEDICAL COLLEGE
NURSING COLLEGE
AYUSH BLOCK
GUEST HOUSE
AUDITORIUM
ANIMAL HOUSE
SERVICE BUILDINGS
LIBRARY/STORE HOSTELS
ADMIN. OFFICES
KITCHEN & Dietetics Department
ELECTRIC SUB-STATIONS
PUMP HOUSES
RESEDENTIAL AREA

Outer Area, Footpaths, Parks, Parkings, Lawns, Roads

<table>
<thead>
<tr>
<th>Activity</th>
<th>Material Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dusting</td>
<td>Damp Duster with 1% Bacillocid/2% R-2</td>
</tr>
<tr>
<td>Hovering</td>
<td>Vacuum Cleaner</td>
</tr>
<tr>
<td>Scrubbing</td>
<td>2% R-2 &amp; Spiral</td>
</tr>
<tr>
<td>Mopping</td>
<td>1% Hypo chloride/Mikrobac Forte</td>
</tr>
</tbody>
</table>

Description:

1. Remove all garbage from the dustbins.
2. Dust the entire area with a damp cloth or when necessary with Bacillocid solution.
3. Vacuum cleans the entire area.
4. Mop the floor with 1% Hypo Chloride/Mikrobac Forte.
5. After each shift mops should be dip into 1% Sodium Hypo chlorite for re-use.
6. Scrubbing of the above mentioned areas to be done thoroughly every Weekly with 2% R-2 & Spiral solution.
7. Once a week area to be polish with terenova.
8. Polished area needs to be buffed on daily basis.
9. Curtain or divider should be washed/changed on weekly basis.
10. Through cleaning of the areas to be done once in a week.
11. Maintenances to be noted in checklist and fed in the computer on daily basis.
Standard operating procedure for setting of Dirty Utility Room at AIIMS Bhopal.

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

<table>
<thead>
<tr>
<th>PUNCTURE PROOF CONTAINERS</th>
<th>BLUE</th>
<th>YELLOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHARPS,</td>
<td>Infected, Non-Infectd Plastic, IV Sets, Gloves, Tubing’s, Micro-</td>
<td>ANATOMICAL</td>
</tr>
<tr>
<td>Used Blades,</td>
<td>biological Waste, Catheters</td>
<td>&amp; PATHO-LOGICAL waste,</td>
</tr>
<tr>
<td>Needles,</td>
<td>Urine/Stool, Container, Urobags,</td>
<td>Cotton Gauze, Linen,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contaminated with blood</td>
</tr>
<tr>
<td></td>
<td>Vacutainers etc.</td>
<td>Fluide: Cytotoxide drugs.</td>
</tr>
</tbody>
</table>

Description:

1. Three different bins (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 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 disinfected/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.
Standard operating procedure of Corridor cleaning at AIIMS Bhopal.

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.
Standard operating procedure for Elevator Cleaning at AIIMS Bhopal

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 as per following:

<table>
<thead>
<tr>
<th>SCHEDULE FOR CLEANING OF ELEVATORS (Weekly Schedule)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>08:00 AM</td>
</tr>
<tr>
<td>02:00 PM</td>
</tr>
<tr>
<td>05:00 PM</td>
</tr>
</tbody>
</table>
Standard operating procedure of cleaning the STAIRCASES at AIIMS Bhopal

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 regularly.

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.
Standard operating procedure of WINDOW CLEANING

Object : To maintain a clean and smudge-free surface on interior and exterior glass and mosaic tiles

Equipment:
1. R-3
2. SQUEEZE 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 widow brush into solution
3. Apply solution to window surface using 's' strokes.
4. Use squeegee, staring at bottom corner and working upward along out side 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.
Annexure A-8

Standard Operating procedure of cleaning the CONSULTANT ROOMS/FACULTY ROOMS/OFFICES/OFFICER’s ROOMS at AIIMS Bhopal

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

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.
23. Remove the soiled linen and garbage. Wash the soiled linen and items before sending for laundry.

---------------------------------------------------------

Annexure A-9

Standard operating procedure of cleaning of OPERATION ROOMs/OTs at AIIMS Bhopal

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 Bacci lollocid solution.

10. Bio-Medical waste to be removed after each case.
11. Remove the soiled linen and garbage. Wash the soiled linen and items before sending for laundry.
Standard operating procedure of ICU’s at AIIMS Bhopal

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. Wash the soiled linen and items before sending for laundry.

2. Damp dust the entire area with 2 % bacillocid solution.

3. Vacuum clean the entire area especially the corners, crevices, door edges, a/c grills, ducts, etc.


5. Wet mop entire floor with Mikrobac Forte solution

6. Maintenance to be checked and followed up for rectification and pending jobs.

7. Floor should be free of dust / Dirt / and stain.

8. Workstation should be free of dust.

9. Ceiling lights / A.C grills should be free of dust / insects and should be correct form the maintenance points of view.

10. Dustbins should be cleared as and when required.

11. Floor scrubbing should be done once a week as per the schedule / as and when required.

12. Garbage should be cleared at the end of each shift.

13. In case of infected case mops needs to be thrown. Can use old towel as mop.

14. Check for the cobwebs on regular basis.
Annexure A-11

OPERATING PROCEDURE FOR TOILETS CLEANING at AIIMS Bhopal

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 Liter of water).

R-4 Furniture Maintainer (Ready to use product). R-5 Room Freshener (Ready to use product). R-6 Toilet bowl/W.C. cleaner (Ready to use Product).

R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Liter of water). Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Liter of water).
Toilet Brush Scrubber/Scotch brite.
Hand mop Dusters
Corner brush
Soap solution
Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

Description:

1. Check all maintenance in washroom.

2. 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.

3. Scrub toilet bowl from inside and outside.

4. Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.

5. Scrub & Mop washroom floor from inside to outside.

6. Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener.

   Sign on toilet check list bind main door.
Standard operating procedure for cleaning the OUTER AREA at AIIMS Bhopal.

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 AIIMS Bhopal 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 AIIMS Bhopal to be done afterwards.
5. Once area is thoroughly cleaned, touch ups to be given to the heavy traffic areas till evening.
6. Every Sunday thorough cleaning of cascade, courtyard & fountain area to be done.
7. Once a month total areas should be washed properly.
8. Check for cobwebs on wall and pillars of outer areas on regular basis.
9. Area should be brush able thrice a day.
Annexure A-13

Standard operating procedure for cleaning the STRUCTURAL GLAZING/ CURTAIN GLAZING OF DESIRED AREA at AIIMS Bhopal

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, brush,
8. Wiper,
9. Scrapper,
10. Helmet,
11. Bucket,
12. Duster
## Cleaning Schedule for VERY HIGH RISK AREAS, HIGH RISK AREA, MODERATE RISK AREAS at AIIMS Bhopal

### 1. OT AREAS / LABOUR ROOMS (VERY HIGH RISK AREAS)

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Activity</th>
<th>Frequency</th>
<th>Agents Used</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NABH Policy</td>
<td>CLEANING SCHEDULE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NABH Reference</td>
<td>HIC 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Policy/Version No/ Issue Date</td>
<td>LAU/HIC 2 / CLEANING SCHEDULE / Version 1.0/1st Dec 2008</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Page No:</td>
<td>Page 1 of 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Garbage Removal from OT to Dirty Utility and from Dirty Utility to Central Garbage Room</td>
<td>After every Case</td>
<td>As per the Bio Medical Waste Management Guidelines</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>II</td>
<td>Feather Brushing</td>
<td>After every case</td>
<td>Feather Brush</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>III</td>
<td>1st Mopping</td>
<td>Before start 1st patient &amp; after every case</td>
<td>Wizard</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>IV</td>
<td>2nd Mopping</td>
<td>Before start of 1st patient &amp; after every case</td>
<td>1% Sodium Hypochlorite</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>V</td>
<td>Garbage removal from the Dirty Utility to Central Garbage Room</td>
<td>12:30 pm and 3:30 pm and as and when required</td>
<td>As per BMW guidelines</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>VI</td>
<td>Brushing in the OT corridor</td>
<td>In Continuation</td>
<td>Flat Mop</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>VII</td>
<td>Wiping of doors and windows in OT Corridor</td>
<td>After every 1 hr</td>
<td>Duster</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>VIII</td>
<td>Mopping with Wizard in OT corridor</td>
<td>After every 1 hr</td>
<td>Wizard</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>IX</td>
<td>Mopping with Sodium Hypochlorite in OT corridor</td>
<td>After every 4 hr</td>
<td>1% Sodium Hypochlorite</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
</tr>
<tr>
<td>X</td>
<td>Choking removal</td>
<td>As and when required</td>
<td>Appropriate tools</td>
<td>Expert Sakaikaramchari having knowledge of choking removal with appropriate safety measures (Housekeeping Attendant)</td>
</tr>
<tr>
<td>S.No.</td>
<td>Activity</td>
<td>Frequency</td>
<td>Agents Used</td>
<td>Responsibility</td>
</tr>
<tr>
<td>-------</td>
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<td>----------------</td>
</tr>
<tr>
<td></td>
<td>NABH Policy</td>
<td>CLEANING SCHEDULE</td>
<td>As per the BMW guidelines</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td></td>
<td>NABH Reference</td>
<td>HIC 2</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Policy/Version No/ Issue Date</td>
<td>LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1st Dec 2008</td>
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<tr>
<td></td>
<td>Page No:</td>
<td>Page 2 of 18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Removal of Garbage</td>
<td>08:00 AM, 12:30 PM,</td>
<td>Feather Brush</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td>II</td>
<td>Brushing</td>
<td>Thrice in a Day 08:00 AM, 12:30 PM,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>Wiping</td>
<td>After every 1 hr</td>
<td>Duster</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td>IV</td>
<td>Mopping with wizard</td>
<td>After every 1 hr</td>
<td>Wizard</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td>V</td>
<td>Mopping with Sodium Hypochlorite</td>
<td>After every 4 hrs &amp; As and when required</td>
<td>1% Sodium Hypochlorite</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td>VI</td>
<td>Washroom cleaning with Wizard</td>
<td>Cleaning after every half an hr</td>
<td>Wizard</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td>VII</td>
<td>Washroom cleaning with Sodium Hypochlorite</td>
<td>Cleaning after every 4 hr &amp; As and when required</td>
<td>1% Sodium Hypochlorite</td>
<td>Safai karamchari (Housekeeping Attendant)</td>
</tr>
<tr>
<td>VIII</td>
<td>Choking removal</td>
<td>As and when required</td>
<td>Appropriate tools</td>
<td>Expert Safai karamchari having knowledge of choking removal with appropriate safety measures (Housekeeping Attendant)</td>
</tr>
<tr>
<td>S.No.</td>
<td>Activity</td>
<td>Frequency</td>
<td>Agents Used</td>
<td>Responsibility</td>
</tr>
<tr>
<td>-------</td>
<td>--------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>-------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td><strong>3. EMERGENCY (HIGH RISK AREAS)</strong></td>
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<td>Mopping with Sodium Hypochlorite</td>
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<td>Choking removal</td>
<td>As and when required</td>
<td>Appropriate tools</td>
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Tender No. AIIMSBHOPAL/MSO/16-17/001/HOUSEKEEPING SERVICES Dated 07.06.2016 Page 53 of 111
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<td>Wiping</td>
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<td>Mopping with wizard</td>
<td>After every 3 hrs as and when required</td>
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<td>V</td>
<td>Mopping with Sodium Hypochlorite</td>
<td>After every 6 hrs &amp; As and when required</td>
<td>1% Sodium Hypochlorite</td>
<td>Safaikaramchari (Housekeeping Attendent)</td>
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<td>Choking removal</td>
<td>As and when required</td>
<td>Appropriate tools</td>
<td>Expert Safaikaramchari having knowledge of choking removal with appropriate safety measures (Housekeeping Attendent)</td>
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<td>Garbage removal from the Dirty Utility (DU) to Central Garbage Room</td>
<td>Thrice in a day 9.00am, 12.30pm and 3.30 pm as and when required</td>
<td>As per the BMW guidelines</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<tr>
<td>II</td>
<td>Brushing</td>
<td>Twice in a day 07:30 AM and</td>
<td>Feather Brush</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<tr>
<td>III</td>
<td>Wiping</td>
<td>Twice in a day 1st from 7.30am 2nd from 4.00pm &amp; as and when required</td>
<td>Duster</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<td>IV</td>
<td>Mopping with wizard</td>
<td>Twice in a day 1st from 7.30am 2nd from 4.00pm &amp; as and when required</td>
<td>Wizard</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<td>V</td>
<td>Mopping with Sodium Hypochlorite</td>
<td>Twice in a day 1st from 11.00am 2nd from 6.00pm &amp; as and when required</td>
<td>1% Sodium Hypochlorite</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<td>VI</td>
<td>Washroom cleaning with Wizard</td>
<td>Three times in a day 1st from 07.30am 2nd from 11.00am 3rd from 04.00pm as and when required</td>
<td>Wizard</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<td>VII</td>
<td>Brushing in the Corridor in Moderate area</td>
<td>In continuation</td>
<td>Flat mop</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<td>VIII</td>
<td>Wiping in the corridor area</td>
<td>Twice in a day it starts from 7.30am onwards</td>
<td>Dusters</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<td>IX</td>
<td>Mopping with wizard in Corridor</td>
<td>In continuation</td>
<td>Wizard</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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<tr>
<td>X</td>
<td>Mopping with Sodium Hypochlorite in Corridor</td>
<td>After every 8 Hrs.</td>
<td>1% Sodium Hypochlorite</td>
<td>Safai karamchari (Housekeeping Attendent)</td>
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After 7.30 pm in the Evening Housekeeping services will be provided on call. If there is request from the In-Patient Room Attendant, Patient and from Nursing Staff of the Ward.

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<th>Responsibility</th>
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<tr>
<td>I</td>
<td>Removal of Garbage to central Garbage Room</td>
<td>Twice in a day 12.30 pm and 3.30 pm</td>
<td>Black Garbage Bag</td>
<td>Sfaikaramchari (Housekeeping Attendant)</td>
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<tr>
<td>II</td>
<td>Brushing</td>
<td>Thrice in a day 8.00 am, 12.00 pm and 3.30 pm</td>
<td>Flat Mop and Feather Brush</td>
<td>Sfaikaramchari (Housekeeping Attendant)</td>
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<td>Wiping</td>
<td>Thrice in a day 8.00 am, 12.00 pm and 4.00 pm and after every</td>
<td>Duster</td>
<td>Sfaikaramchari (Housekeeping Attendant)</td>
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<td>IV</td>
<td>Mopping with wizard</td>
<td>After every three hrs and after every meal as and when required</td>
<td>Wizard</td>
<td>Sfaikaramchari (Housekeeping Attendant)</td>
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<tr>
<td>V</td>
<td>Choking removal</td>
<td>As and when required</td>
<td>Appropriate tools</td>
<td>Sfaikaramchari having knowledge of choking removal with appropriate safety measures (Housekeeping Attendant)</td>
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### 7. PATHOLOGY (MODERATE RISK AREAS)

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<td>Removal of Garbage from Area to Dirty Utility (DU) from DU to Central Garbage Area</td>
<td>Thrice in a day 9.00am, 12.30pm and 3.30pm as and when required</td>
<td>As per the BMW guidelines</td>
<td>Safaikaramchari (Housekeeping Attendent)</td>
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<td>Brushing/Wiping</td>
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<td>Mopping with wizard</td>
<td>After every three hrs and as and when required</td>
<td>Wizard</td>
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<tr>
<td>IV</td>
<td>Mopping with Sodium Hypochlorite</td>
<td>After every 8 hrs as and when required</td>
<td>1% Sodium Hypochlorite</td>
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### 8. DIAGNOSTIC AREAS (MODERATE RISK AREAS)

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<td>Twice in a day from Central Garbage Area 12.30 pm and 3.30 pm as and when</td>
<td>As per the BMW guidelines</td>
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<tr>
<td>II</td>
<td>Wiping</td>
<td>Twice in a day 8.00am and 3.00pm as and when</td>
<td>Duster</td>
<td>Safaikaramchari (Housekeeping Attendent)</td>
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<tr>
<td>III</td>
<td>Brushing</td>
<td>Twice in a day 8.00am and 3.00pm as and when required</td>
<td>Feather Brush</td>
<td>Safaikaramchari (Housekeeping Attendent)</td>
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<td>IV</td>
<td>Mopping with wizard</td>
<td>After every three hrs and as and when required</td>
<td>Wizard</td>
<td>Safaikaramchari (Housekeeping Attendent)</td>
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<tr>
<td>V</td>
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<td>After every 8 hrs as and when required</td>
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## 9. PUBLIC AREAS WASHROOMS/HOSPITAL AREAS (MODERATE RISK AREAS)

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## 10. CORRIDOR AREAS (MODERATE RISK AREAS)

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<tr>
<td>I</td>
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<td>In continuation</td>
<td>Flat Mop</td>
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<td>Wizard</td>
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### 11. LOBBY AREAS (MORER RISK AREAS)

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<td>Wiping</td>
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<tr>
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<td>Flat Mop</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
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<tr>
<td>III</td>
<td>Cleaning with wizard</td>
<td>Every three hrs and as and when required</td>
<td>Wizard</td>
<td>Sakaikaramchari (Housekeeping Attendent)</td>
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<tr>
<td>IV</td>
<td>Washroom Cleaning with Sodium Hypochlorite</td>
<td>After every 8 hrs and as and when required</td>
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### 12. OPD AREAS (MORER RISK AREAS)

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Tender No. AllMSBHOPAL/MSO/16-17/001/HOUSEKEEPING SERVICES Dated 07.06.2016 Page 61 of 111
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**S.No.** | **Activity** | **Frequency** | **Agents Used** | **Responsibility**
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18. | OUTSIDE AREA (ROADS, FOOTPATHS, PARKINGS, LAWNS, PARKS AND SURROUNDING AREAS OF THE ALL THE BUILDINGS EXISTING INSIDE THE BOUNDARY WALL OF AIIMS BHOPAL (MINIMAL RISK AREAS)) | **NABH Policy** | **CLEANING SCHEDULE** |  
|  |  | NABH Reference | HIC 2 |  
|  |  | Policy/Version No/ Issue Date | LAU/HIC 2/ CLEANING SCHEDULE/ |  
|  |  |  | Version 1.0/1**th** Dec 2008 |  
|  |  | Page No: | Page 18 of 18 |  
| I | Brooming | Once in a day 7.30 AM | Hard Brooms/ Feather Brush/ Long Bambu Sticks Broom | Safaikaramchari (Housekeeping Attendent)  
| II | Removal of Garbage from Area to Central Garbage room | Once in a day 7.30 AM | Black Garbage Bags | Safaikaramchari (Housekeeping Attendent)  
| III | Removal of Leafs | Once in a day 7.30 AM | Garbage dump yard | Safaikaramchari (Housekeeping Attendent)  
| IV | Drainage Cleanings | As and when required | Appropriate tools | Expert Safaikaramchari having knowledge of choking removal with appropriate safety measures

Dilution of Wizard in all areas = 40ml in 1 liter 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 ï Detergent wash & dry. Buckets ï Detergent wash & dry
(if contaminated 1% sodium hypochlorite overnight rinse & dry)
Subject: Cleaning of the water closet at AIIMS Bhopal

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.
Subject: Cleaning of the Washbasin.

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 no 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.
Annexure C-3

Subject: 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 polisher 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.

Annexure C-4

Subject: 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.
Subject: 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 side ways 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.
Subject: Cleaning a Glass Window.

Material Required:
1. Glass cloth
2. Glass cleaner
3. Damp cloth should be lint free
4. 2Øpaint 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.
Subject: 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 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.
Annexure-D-1

Personal Hygiene & Etiquette and Manners of the Housekeeping Staff deployed by the Contractor at AIIMS Bhopal

Personal Hygiene:

1. Staff must have bath daily.
2. Staffs to have regular haircuts and keep it clean. It should not appear greasy, oily or unclean.
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. Change uniforms regularly. Change personal cloths every day. Uniforms should not be worn outside the working premises and when not on duty.
8. Shoes must be kept clean and free of stains. Shoes must be aired daily. Use socks that absorb moisture and change them every day. Telcum powder must be used in between toes to keep it from the smelling.
9. Adequate sleep and rest, maintaining healthy diet, with regular exercises will contribute in enhancing our Alertness, our attentiveness and our overall personalities.

(a) 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 while addressing them.
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
1. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
2. Hands should be kept on the side or behind. Hands must not be in the pockets or on the hips or folded across the chest.
3. Do not lean against a counter or against a wall or any other thing.
4. Maintain poise at all times.
5. Never move around in groups cause you are view in the Patient / attendant

(c) While Walking
1. Walk at even pace without making any sound of the footsteps or running.
2. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
3. Always walk on the left hand side.
4. Walk erect, maintaining poise at all the time.

(d) While talking to colleague
1. Speak softly & politely in patient floor / critical areas.
2. Do not use slangs or abusive language.
3. Be aware of telecoms while in floor / public areas.
4. Do not shout in to the phone.
5. Never keep the patient / attendant waiting to use a telephone.
6. Avoid personal calls at work.
LIST OF PREFERABLE CHEMICALS REQUIRED FOR TACKLING HOUSE KEEPING WORKS AT AIIMS BHOPAL

A) M/S JOHNSON AND DIVERSEY

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<tbody>
<tr>
<td>1.</td>
<td>R1</td>
<td>Bathroom Items</td>
</tr>
<tr>
<td>2.</td>
<td>R2</td>
<td>Rooms, Offices, Items, laminated furnitures, PC, marbles, granite floors</td>
</tr>
<tr>
<td>3.</td>
<td>R3</td>
<td>Glass surfaces</td>
</tr>
<tr>
<td>4.</td>
<td>R4 Shine UP</td>
<td>Wood polish furniture</td>
</tr>
<tr>
<td>5.</td>
<td>Good sense</td>
<td>Room air freshener (Spray)</td>
</tr>
<tr>
<td>6.</td>
<td>R6</td>
<td>WC Urinals</td>
</tr>
<tr>
<td>7.</td>
<td>R9</td>
<td>Bathroom cleaner (hard water)</td>
</tr>
<tr>
<td>8.</td>
<td>R20+</td>
<td>Floor stripers</td>
</tr>
<tr>
<td>9.</td>
<td>Complete</td>
<td>Kota, Vynil, Mosaic tiles-polish</td>
</tr>
<tr>
<td>10.</td>
<td>Nobile</td>
<td>Marble Floors-polishing</td>
</tr>
<tr>
<td>11.</td>
<td>Spiral</td>
<td>Kota and hard floor</td>
</tr>
<tr>
<td>12.</td>
<td>Snapback</td>
<td>Kota Vinyl, Mosaic tiles</td>
</tr>
<tr>
<td>13.</td>
<td>Lever Star</td>
<td>Hand disinfectant before/after going into critical areas</td>
</tr>
<tr>
<td>14.</td>
<td>Emerel</td>
<td>Restorative product for fixtures</td>
</tr>
<tr>
<td>15.</td>
<td>Lineo</td>
<td>Wooden polish</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AND/OR</td>
</tr>
</tbody>
</table>

B) M/S ECO LAB-HENKEL

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>The following chemicals should be of Oasis Compac Range and these chemicals are to be dispensed through a sleek Oasis compact dispenser.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>• OC Bath room Cleaner</td>
</tr>
<tr>
<td></td>
<td>Bath Room fittings &amp; fixtures</td>
</tr>
<tr>
<td></td>
<td>Glassess</td>
</tr>
<tr>
<td></td>
<td>• OC Glass Cleaner</td>
</tr>
<tr>
<td></td>
<td>Air-Feshner</td>
</tr>
<tr>
<td></td>
<td>• OC Air Fresh</td>
</tr>
<tr>
<td>2.</td>
<td>SIGLA</td>
</tr>
<tr>
<td>3.</td>
<td>NETTOKLAR</td>
</tr>
<tr>
<td>4.</td>
<td>RENDUEOL</td>
</tr>
<tr>
<td>5.</td>
<td>POLLI</td>
</tr>
<tr>
<td>6.</td>
<td>HELIOS</td>
</tr>
<tr>
<td>7.</td>
<td>OPTI</td>
</tr>
</tbody>
</table>

Note:

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 preferably from M/s Johnson and Diversey and for M/s ECO Lab-Henkel as approved by the Nodal Officer of AIIMS Bhopal Housekeeping Services.
# Annexure – F-1

**LIST OF AREAS ON WHERE THE HOUSEKEEPING SERVICES NEEDED TO BE DONE, STAFF QUALIFICATIONS, TRAINING REQUIREMENT AND OTHER REQUIREMENTS AT AIIMS BHOPAL**

1. Details of Areas of AIIMS Bhopal premises (Hospital/Medical College/Nursing College/AYUSH Block/Hostels/Library/Sub-Stations/Pump Houses/Animal House/Auditorium/Guest House/Residential Complex/Roads/Parks/Play Grounds/Parkings/Surrounding of Buildings etc., which so ever area within the Boundary wall of AIIMS Bhopal).

<table>
<thead>
<tr>
<th>Name of Building</th>
<th>Area for Housekeeping Operations</th>
<th>Tentative Manpower Deployment schedule</th>
</tr>
</thead>
</table>
| 1. HOSPITAL COMPLEX | Entire functional area of Hospital i.e. OPDs, IPD Wards, ICUs, Diagnostic Laboratory Areas, Emergency & Trauma Wards, OTs, Consultant Rooms, Offices, Departments, Corridors, Patient Waiting Areas, General Public Toilets. Staff Toilets, Engineering Offices, Cafetaria, Registration Counters etc. | • In the IPD Services 1 No. of S.A. (Housekeeping Attendant will handle cleaning of 30 Nos. of Beds in each of shift.  
• In the Very High Risk Areas like OTs and ICUs 2 Nos. of S.A. should be deployed in each shift preferably 1 Male + 1 Female.  
• In the Laboratory Areas in the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female, and in rest shifts 1 No. of S.A. should be deployed (each area wise).  
• In the rest of areas 1 No. of S.A. should be handle 2500 Sq. Ft Area Cleaning per day including of Cow Web Cleaning, Window Glass Pan/Door Cleaning, Dusting etc. in the each of shift. |
<p>| 2. AYUSH Block | Entire AYUSH Block, its Courtyard, Offices etc. | • In the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female and as per requirement in other shifts 1 No. of S.A. should be deployed. |</p>
<table>
<thead>
<tr>
<th>Name of Building</th>
<th>Area for Houskeeping Operations</th>
<th>Tentative Manpower Deployment schedule</th>
</tr>
</thead>
</table>
| 3. Medical College Building           | Entire Area of Medical College, Various Departments Laboratories, Teaching Rooms, Halls, Conference Rooms, Offices, Toilets, its surroundings, Front, Back, Side Roads etc. | - In the Very High Risk Areas like Anatomy Dissection Halls, 2 Nos. of S.A. should be deployed in each shift preferably 1 Male + 1 Female (each area wise).  
- In the Laboratory Areas in the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female, and in rest shifts 1 No. of S.A. should be deployed (each area wise).  
- In the rest of areas 1 No. of S.A. should be handle 2500 Sq. Ft Area Cleaning per day including of Cow Web Cleaning, Window Glass Pan/Door Cleaning, Dusting etc. in the each of shift . |
| 4. Nursing College Building           | Entire Nursing College, its Corridors, Offices, Class Rooms, Teaching Labs, Halls, Toilets, Pantries, Canteens, Courtyards etc. | - In the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female and as per requirement in other shifts 1 No. of S.A. should be deployed (each area wise). |
| 5. Hostels (Boys Hostel, Girl Hostel, Nursing Hostel) | Entire Hostels (Boys, Girls, Nursing Hostel) its Corridors, Rooms, Dinning Hall, Kitchen Area, Toilets, Offices, Warden Room, Recreation Rooms, Cortyards, Play Grounds etc. | - In the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female and as per requirement in other shifts 1 No. of S.A. should be deployed (each floor area wise).  
- In the Second Shift 1 No. of S.A. should be handle 2500 Sq. Ft Area Cleaning per day including of Cow Web Cleaning, Window Glass Pan/Door Cleaning, Dusting etc. each floor wise |
| 6. Service Buildings, Sub-Stations, Pump Houses, AC Plant, Library, Animal House, Guest House etc. | Entire said Buildings, its Cortyard, Rooms, Halls, Courtyards, Offices facilities, etc. | - In the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female and as per requirement in other shifts 1 No. of S.A. should be deployed (each Area wise). |
| 7. Residential Complex                | Entire common public facility Areas, Corridors of the all Residential Blocks, Courtyards, Roads, Children Parks and other common use facilities/areas, etc. | - In the General Shift 1 No. of S.A. should be handled 3000-4000 Sq. Ft Area Cleaning per day including of Cow Web Cleaning, Window Glass Pan/Door Cleaning, Dusting etc. on each of Residential Block wise. |
2. The indicative list of manpower based on category and quantity shall be specified. However, provision for varying requirements on dynamic basis for deployment of staff shall be provided. Contingency staffing requirements shall also be included.

Details of manpower to be deployed by the Contractor in different Staffing Levels at AIIMS Bhopal as per the present load of various functional Areas of AIIMS Bhopal is only indicative. The Manpower will be increased as and when the new services/departments planned and made functional by AIIMS Bhopal Authorities. Contractor shall liable to provide the additional manpower, if any directed by AIIMS Bhopal on writing on the Rates quoted by him in this Financial Bid at Manpower Charges in respective manpower category wise:-

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Designation of Category</th>
<th>Indicative Manpower Strength to be deployed by the Contractor at AIIMS Bhopal for handling Housekeeping jobs as per present load of various functional Areas efficiently.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Sr. Facility Manager</td>
<td>1 No. in General Shift</td>
</tr>
<tr>
<td>2.</td>
<td>Facility Manager</td>
<td>3 Nos. (1 No. in each shift)</td>
</tr>
<tr>
<td>3.</td>
<td>Sanitary Supervisor</td>
<td>6 Nos. (2 Nos. in each shift)</td>
</tr>
<tr>
<td>4.</td>
<td>Sanitary Attendant (S.A.)</td>
<td>Total 75 Nos. in all shifts as follows:- 35 Nos. in First Shift, 20 Nos. in Second Shift, 20 Nos. in Third Shift (With in above strength the Contractor should ensure that the adequate numbers of Sweepers, Choking Removal expert S.A. Workers, Garbage Collection and Transportation Attendants, Machine operations etc. may be positively deployed for handling AIIMS Bhopal Housekeeping work efficiently)</td>
</tr>
<tr>
<td>5.</td>
<td>Equipment Operators</td>
<td>As per the machine requirements deployed by the Contractor within the Strenght of Sanitary Attendant (S.A.) after giving them appropriate training for handling Housekeeping Machines at AIIMS Bhopal in professional manner.</td>
</tr>
<tr>
<td>6.</td>
<td>Store Keeper</td>
<td>3 Nos. (1 No. in each shift) or more depending on the inventory &amp; workload of AIIMS Bhopal Hospital, should be deployed qualified personnel form S.A. strength for this purpose.</td>
</tr>
</tbody>
</table>
The following manpower requirement is according to the type of patient care area and General public Area Cleaning shall be maintained by the bidder:

(a) **Wards**: Minimum 1 sanitary attendant in each shift for a ward size of up to 30 beds, if more than 30 beds then one additional sanitary attendant may be provided in the morning shift.

(b) **Operation Theatre**: One sanitary attendant for two operation theatres for each shift.

(c) **Intensive Care Unit**: One sanitary attendant for up to six ICU beds in each shift and thereafter additional for each six beds in the morning shift. However in the evening and night shift allocation can be halved.

(d) **OPD**: In OPD’s one dedicated sanitary attendant should be posted for each public toilet considering the number of footfalls and for other areas separate allocation should be made.

(e) Wherever two sanitary attendants are posted effort should be made to post a female sanitary attendant when other being male.

(f) There should be a dedicated cleaning gang of 4 to 8 sanitary attendants to be deployed, which will be utilized for deep cleaning and washing of patient care areas and other areas.

(g) Dedicated sanitary attendants may be posted for cleaning of toilets in patient care areas so as to ensure highest level of hygiene and cleanliness.

(h) Corridors, General Offices and General public Areas – 2500 Sft in Hospital, Medical College and Nursing College and 3000-3500 Sft area cleaning 1 No. of S.A. should be deployed.

### 3. Minimum Qualifications of the Housekeeping manpower:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Designation</th>
<th>Eligibility qualification</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sr. Facility Manager</td>
<td>Diploma/Degree in Hotel Management or One Year PG Diploma in Accommodation Operation</td>
<td>10 years in Supervision of sanitation in a recognized Govt.Hospital /Institution / PSU/ Corporate Hospitals/Hotels/Malls.</td>
</tr>
<tr>
<td>2</td>
<td>Facility manager</td>
<td>Graduate</td>
<td>07 years in Supervision of sanitation in a recognized Govt.Hospitals /Institution / PSU/ Corporate Hospitals/ Hotels/ Malls.</td>
</tr>
<tr>
<td>S. No.</td>
<td>Designation</td>
<td>Eligibility qualification</td>
<td>Experience</td>
</tr>
<tr>
<td>-------</td>
<td>------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3</td>
<td>Floor Supervisor</td>
<td>Graduate</td>
<td>05 years in Supervision of sanitation in a recognized Govt.Hospitals /Institution/ PSU/ Corporate Hospital/ Hotels/ Malls.</td>
</tr>
<tr>
<td>4</td>
<td>Store Keeper</td>
<td>Graduate</td>
<td>03 years in managing stores in a recognized Govt.Hospitals /Institution/ PSU/ Corporate Hospital/Hotels/ Malls.</td>
</tr>
<tr>
<td>5</td>
<td>Plumber</td>
<td>10th pass with vocational training course in plumbing</td>
<td>03 years Professional experience for handling Plumbing jobs in a recognized Govt.Hospitals /Institutions/ PSU/ Corporate Hospital/Private Engineering Organizations/Builders projects.</td>
</tr>
<tr>
<td>6</td>
<td>Equipment Operators</td>
<td>10th Pass with suitable training</td>
<td>02 years in handling Housekeeping Equipments in a recognized Govt.Hospitals /Institution/ PSU/ Corporate Hospital/Hotels/Malls.</td>
</tr>
<tr>
<td>7</td>
<td>Sanitary Attendant</td>
<td>10th Pass with skill development course in housekeeping/sanitation or in house structured training programme or its equivalent</td>
<td>02 years in Housekeeping in a recognized Govt.Hospitals /Institution/ PSU/ Corporate Hospital/Hotels/Malls.</td>
</tr>
</tbody>
</table>

Roles and Responsibilities of Sanitary Supervisor:

- To supervise the work of Sanitary Attendants
- To provide replacement of Sanitary Attendants if regular Sanitary Attendant is on leave.
- To ensure the cleanliness and proper sanitation of the area under his/her supervision.
- To report major Engineering works/major repairs to the concerned authorities (Nodal Officer of Housekeeping / MS/AO/Engineering control room/Maintenance department of AIIMS Bhopal etc.)

Roles and Responsibilities of Sanitary Attendant

- He/she is responsible for keeping the area spick and span, assigned to him/her.
- He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients.
- He/she will assist nursing staff in collection of urine and stools specimens.
- He/she will assist in cleaning and disinfections of soiled linen, mattresses, articles etc.
- Any other task assigned by nursing staff, sanitary inspector and other higher officials.

Roles and responsibilities of plumber

- He will be on the rolls of the agency to which sanitation services are outsourced.
- He will do routine minor repairs of sanitary fittings for ensuring effective sanitation and hygiene level in healthcare organisation.
- He will promptly attend to calls received from patient care areas, administrative and other areas.
• He will not carry out any major repair work and report such issues to (Nodal Officer of Housekeeping / MS/AO/Engineering control room/Maintenance department of AIIMS Bhopal etc.) through his/her immediate Supervisor.

• Any other task assigned by AIIMS Bhopal Administration.

4. Bidder shall ensure cleaning of every area of AIIMS Bhopal, Saket Nagar, Bhopal - 462020 (MP) Cleaning shall be inclusive of all the areas which will include the following but not limited to these:
   Floor, walls and tiles, glass partitions, windows with glass, corners, ceilings including cobwebs, doors with handles, chairs & office furniture, telephone, computer, Overhead projectors, Counters & Nurses’ station, notice boards, staircases including rear ones and all railings Signage, Door Mats, Drinking water area & equipment cleaning, Garbage/Waste collection, Dust Bins, Terrace cleaning, lightings, all fans, O.T. floors & walls, Patient/ Examination beds & side table, Gas pipelines dusting, Disinfection of O.T. floor & walls Dressing Rooms, treatment rooms, Toilets/Rest room cleaning, Paved corridors, Lifts cleaning all aspects, switch, exhaust cleaning, Dust cleaning from linen/book/files/curtains and all upholstery, Spill Management as per HIC protocol, Soiled bed /Vomitus cleaning, Dirty Utility/Sluice Room, Disinfection of Mattress, Cleaning of urine pots, bed pans, sputum pots or other patient care items as and when required, Removing soiled linen, primary clining of linen items in the OTs/ICUs/IPD Wards etc. before handing over to Laundry Service Operator for further cleaning, Fixed glass panes/structural glazing/external mosaic, Basements, Parking Area, Roads, Green areas, Grills, Water floods/overflow outer areas, Rubble, debris or any other heaps in outer areas, Plastic mugs, OT chappals/slippers, critical equipment, Cleaning during construction works, choked manholes, cleaning services during natural calamity / disaster, Colour coded refuse trolleys to transport biomedical waste and CCTV, Public address system etc.

5. Minor repairs
   At AIIMS Bhopal since here specialized Engineering department already exists, permanent repairs & and other structural changes/breaking of walls etc., shall be done by the concerned Engineering deptt., while repairs needing immediate attention shall be dealt with by the Housekeeping like leaking taps, pipes, waste pipes, jets, seal traps, bottle traps, Jalis etc. For this purpose a plumber with adequate stores will be deployed round the clock.

   They should report any major sanitation and plumbing repairs not covered under above clause to the Engineering department and get the same rectified with the direction and supervision of them and the major nature accessories and plumbing items shall be provied by Engineering Department to them.

6. While dusting of the fire extinguishers, gas pipelines, Air Conditioners, Fans, Light & Fixtures, LED Screens, TVs, Medical Equipments etc., shall be done by the housekeeping Contractor under the routine maintenance & shafts cleaning shall be done by the concerned Engineering Deptt. of AIIMS Bhopal.

7. Cleaning of difficult stains and rust: Removal procedure to be well defined including use of specific chemicals. The cleaning of Upholstery to be included in the same. While removing the difficult Staings, the basic principles as per follows may be kept in mind:-
i. All stains should as far as possible, be removed while still fresh.

ii. Before using any reagent, it should be tested on a hidden or small portion of the surface.

iii. If the nature of the stain unknown, it should be treated first by the least harmful method, passing on from one process to next more active until an effective reagent is reached.

iv. The nature and texture of the surface should be borne in mind while selecting the reagent for stain removal.

v. The reagent bottle should be tightly capped after each use.

vi. The room should have good ventilation.

vii. After stain removal, the reagent should be neutralized. An acidic solution is neutralized with an alkaline one and vice / versa. A thorough rinsing with clean water is essential after each treatment.

8. Spills of blood and other body substances, such as urine, faeces and emesis, must be contained, cleaned and the area disinfected immediately.

9. Bio Medical Waste (BMW) Management: Separate passages and/or timings as per the Bio- Medical Waste (Management and Handling) Rules, 1998. Where Common BMW Treatment Facility exists, same can be outsourced & where not, the BMW can be treated/disposed in house as per the BMW management rules. Please refer to the Bio-Medical Waste (Management and Handling) Rules, 1998 for details.

10. Chemicals: At least three brand names to be proposed for all the chemicals to be used for cleaning. All cleaning agents and disinfectants should be appropriately labeled and stored in a manner that eliminates risk of contamination, inhalation, skin contact or personal injury. Chemicals must be clearly labeled and an 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. Always use a clean, dry, appropriately sized bottle, label the product and date it. The product should be discarded when past the expiry date for stability.

11. Equipment:
   Requirement of different type of mechanized equipment for cleaning has to be calculated and provided in the e-tender by the respective healthcare organisation wherever required. Following given list of equipments is merely indicative in nature and healthcare organisation are required to select from the below given list:
   
a) Heavy duty scrubber dryer  
b) Ride on scrubbers  
c) Walk behind scrubbers  
d) Vacuum Cleaner wet & dry  
e) High Pressure Jet Cleaners/Washer  
f) Road Sweeper (Manual and ride on Machine/vehicle )  
g) Scrubbing & Vacuuming (Combined)
h) Small battery operated scrubber Machine
i) Polishing & Cleaning Machine
j) Double bucket wringer trolleys/Multi use trolleys/ Bucket carrying trolleys
k) Spray pump for pest control as per(Indian Pest Control Association)IPCA recommendations for handling Houskeeping pest control requirement.
l) Rubber squeezers
m) Ladders (24ft and 12ft)
n) Scissor Ladders
o) Dust Control mop Caddy Baskets
p) Any other Cleaning Equipment as per the need / requirement of the AIIMS Bhopal

Equipment used to clean toilets (e.g., toilet brushes, toilet swabs) should not be carried from room-to-room. In common toilet, a system should be developed for replacement of toilet brushes on a regular basis or as required. Tool for cleaning toilets shall be ones that will minimize splashing.

**12. Training:** Mandatory training requirements for the Sanitary Attendants & sanitary supervisors. The bidder shall engage in periodic and continual training of specified hours as given below to maintain quality and standard of services. The documentary evidence of conducting trainings should be submitted every 3 months. Video recording of the trainings conducted to be provided by the agency.

<table>
<thead>
<tr>
<th>Functional Risk Category</th>
<th>Induction Training</th>
<th>Refresher Training/on the job training frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Risk Area</strong></td>
<td>24 hours of intensive training on general cleaning and infection control followed by 7 days of supervised duties</td>
<td>Training of four hours every month</td>
</tr>
<tr>
<td><strong>Moderate Risk Area</strong></td>
<td>16 hours of training on general cleaning and infection control followed by 5 days of supervised duties</td>
<td>Once in every months for 2 hours</td>
</tr>
<tr>
<td><strong>Lower Risk Area</strong></td>
<td>8 hours of training on cleaning practices followed by three days of supervised duties</td>
<td>Every six months for 2 hours</td>
</tr>
</tbody>
</table>
13. Induction Training Topics for Sanitary Attendant

1. Orientation
2. Organization.
3. Job Description—duties & responsibility
4. Grooming
5. Uniform and protective gear
6. Leave Procedures
7. Cleaning chemical—Use & dilution rate
8. Handling equipment – with demonstration
9. Step by step cleaning procedures for different areas and surfaces (for example)
   • Cleaning of furniture
   • Light fixtures
   • Maintaining upholstery
   • Floor care
   • Glass cleaning
   • Metal polishing
   • Tiles cleaning
   • Elevator cleaning
   • Stair case cleaning
   • Dado & skirting cleaning
   • Corridor cleaning
   • Dusting
   • Mopping
   • Stain removal
   • Any other areas or surface
10. Reporting repair and maintenance
11. Safety & security
12. Garbage removal
13. Fire safety
14. Penalties for misconduct/ not working

1. Orientation.
2. Organization.
3. Job Description—duties & responsibility
4. Grooming
5. Uniform and protective gear
6. Leave Procedures
7. Cleaning Chemicals
8. Equipment handling
9. Inspection and filling up checklist
10. Reporting repair and maintenance
11. Step by step cleaning procedures (as mentioned for attendants)
12. Safety and security
13. Fire training
14. Documentation of records (work done, attendance, leave etc.) and knowledge of computers
15. Garbage removal

15. Wet mopping and vacuum cleaning would be done for cleaning within AIIMS Bhopal premises. Use of Broom and dry dusting is not permissible.

16. **Reuse of Mops:** All dusters & mops being reused shall be laundered every day. (Separate machine and adequate number of sets for the next day when current lot is being laundered). Where facility of laundering mops is not available, mops should be changed at following defined intervals:
   - High risk areas - In each shift
   - Moderate risk areas - Each day
   - Low risk areas - Every week

17. Bidder would ensure that healthcare organisation is neat and clean by 8:00 am in the morning daily; and would ensure cleanliness throughout the day. While doing cleaning at night/early morning hours bidder would ensure that patients and attendants are not disturbed.

18. The contractor shall perform the cleaning as per the standard operating procedures provided by the healthcare organisation. **For detailed S.O.P.s please refer to National Healthcare Housekeeping guidelines Clause No. 6.**

19. The contractor shall procure the consumables (soap, toilet roll, paper towels, plastic mugs, hockey brush, wipers, toiletries etc)/ chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation & housekeeping. The contractor shall use
eco-friendly and ISI marked detergents, chemicals, consumables only in the AIIMS Bhopal Housekeeping works. These chemicals should not damage/cause harm to the AIIMS Bhopal property or of the users. The approval of the authorized representative of the AIIMS Bhopal shall be obtained before placing the purchase order to their consumable items suppliers. The AIIMS Bhopal 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. A AIIMS Bhopal representative can carry out surprise checks of the stores without any prior intimation. The contractor is bound to change any chemical, consumable, detergent to the satisfaction of the AIIMS Bhopal authorities.

20. The prices for providing required consumables needed to be used for handling AIIMS Bhopal Housekeeping job shall be added in the Administrative/Service Charges during filling of its financial Bid. AIIMS Bhopal will not pay any amount separately to the any Contractor on account of Consumable Items means the Contractor himself workout the monthly consumption of consumable items and shall add the same in their Administrative/Service Charges during bidding in this e-tender.

21. No cleaning material and consumables shall be manually transported. Janitor’s trolleys shall be used during cleaning activities.

22. Bidder shall be deemed to have full knowledge of the site and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The bidder shall visit the AIIMS Bhopal in coordination with the AIIMS Bhopal authorities to inspect and examine the site and assess the manpower required in a professional manner and also collect all information that he/she considers necessary for proper assessment of the prospective assignment. The bidder shall be responsible for arranging and maintaining facilities for workers and other services required for executing the work. Submission of e-tender bid implies that the bidder has read this notice and has made himself fully aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.

23. Low risk areas will have one/two shifts; outpatient departments will have two shifts and rest all patient care areas will have three shifts i.e. 24x7 coverage

24. It will be the responsibility of the contractor to provide the uniform of distinct colour and design as approved by the AIIMS Bhopal authority and ensure compliance.

25. The contractor shall issue identity cards to its employees in consultation with Security officer of the AIIMS Bhopal to ensure safety of premises. Staff engaged by the firm will carry the card which can be checked randomly and nonadherence will invite a penalty.

26. The contractor shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.
27. Contingency services

- The service provider shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week.
- The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
- No extra payment shall be charged for this contingency work.

28. KEY PERFORMANCE PARAMETERS

Key performance parameters have been grouped under four major headings, i.e., building elements, fixture elements, equipment elements and environmental elements as given below:

**Building elements**

<table>
<thead>
<tr>
<th>Building elements</th>
<th>Required cleaning standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. External features, fire exits and stairwells Handrails are clean and free of stains</td>
<td>Landings, ramps, stairwells, fire exits, steps, entrances, porches, balconies, eaves and external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta. Handrails are clean and free of stains. Garden furniture is clean and operational.</td>
</tr>
<tr>
<td>2. Walls, skirtings and ceilings</td>
<td>Internal and external walls and ceilings are free of dust, grit, dirt, lint, soil, film and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, dirt, lint and cobwebs. Polished surfaces are of a uniform lustre.</td>
</tr>
<tr>
<td>3. Windows (internal)</td>
<td>Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges. Window frames, tracks and ledges are clear and free of dust, dirt, grit, marks, spots and cobwebs.</td>
</tr>
<tr>
<td>4. Doors</td>
<td>Internal and external doors and doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and cobwebs. Doors and door frames are free of marks caused by furniture, equipment or staff. Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. Door tracks and door jambs are free of grit, dirt and other debris. Polished surfaces are of a uniform lustre.</td>
</tr>
<tr>
<td>Building elements</td>
<td>Required cleaning standard</td>
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<td>----------------------------</td>
</tr>
<tr>
<td><strong>5. Hard Floors</strong></td>
<td>The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids.</td>
</tr>
<tr>
<td></td>
<td>The floor is free of polish or other buildups at the edges and corners or in traffic lanes.</td>
</tr>
<tr>
<td></td>
<td>The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.</td>
</tr>
<tr>
<td></td>
<td>Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots.</td>
</tr>
<tr>
<td></td>
<td>Polished or buffed floors are of a uniform lustre.</td>
</tr>
<tr>
<td></td>
<td>Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.</td>
</tr>
<tr>
<td><strong>6. Ducts, grills and vents</strong></td>
<td>All ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks.</td>
</tr>
<tr>
<td></td>
<td>All ventilation outlets are kept clean and uncluttered following cleaning.</td>
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### Environmental Elements

<table>
<thead>
<tr>
<th>Environmental Elements</th>
<th>Required cleaning standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. General tidiness</strong></td>
<td>The area appears tidy and uncluttered</td>
</tr>
<tr>
<td></td>
<td>Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. Furniture is maintained in a way that allows for cleaning. Fire access and exit doors are left clean and unhindered.</td>
</tr>
<tr>
<td><strong>2. Odour control</strong></td>
<td>The area smells fresh.</td>
</tr>
<tr>
<td></td>
<td>There is no odour that is distasteful or unpleasant. Room deodorisers are clean and functional.</td>
</tr>
</tbody>
</table>

### Fixture elements

<table>
<thead>
<tr>
<th>Fixture elements</th>
<th>Required cleaning standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Electrical fixtures and appliances</strong></td>
<td>Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cob webs.</td>
</tr>
<tr>
<td></td>
<td>Electrical fixtures and appliances are kept free from signs of use or nonuse.</td>
</tr>
<tr>
<td></td>
<td>Hygiene standards are satisfied where the fixture or appliance is</td>
</tr>
<tr>
<td>Fixture elements</td>
<td>Required cleaning standard</td>
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<tr>
<td></td>
<td>used in food preparation.</td>
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<tr>
<td></td>
<td>Range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces.</td>
</tr>
<tr>
<td></td>
<td>Motor vents etc. are clean and free of dust, dirt and lint.</td>
</tr>
<tr>
<td></td>
<td>Drinking fountains are clean and free of stains and mineral build-up.</td>
</tr>
<tr>
<td></td>
<td>Insect killing devices are free of dead insects, and are clean and functional.</td>
</tr>
<tr>
<td>2. Furnishings and fixtures</td>
<td>Hard surface furniture is free of spots, soil, film, dust, dirt, fingerprints and spillages.</td>
</tr>
<tr>
<td></td>
<td>Soft surface furniture is free from stains, soil, dirt, film and dust.</td>
</tr>
<tr>
<td></td>
<td>Furniture legs, wheels and castors are free from mop strings, soil, dirt, film, dust and cobwebs.</td>
</tr>
<tr>
<td></td>
<td>Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, dirt, lint and spots. All high surfaces are free from dust, dirt and cobwebs.</td>
</tr>
<tr>
<td></td>
<td>Curtains, blinds and drapes are free from stains, dust, dirt, cobwebs, lint and signs of use of nonause. Equipment is free of tapes/plastic etc that may compromise cleaning. Furniture has no odour that is distasteful or unpleasant.</td>
</tr>
<tr>
<td></td>
<td>Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, dirt and litter or stains. Internal plants are free of dust, dirt and litter.</td>
</tr>
<tr>
<td></td>
<td>Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.</td>
</tr>
<tr>
<td></td>
<td>Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.</td>
</tr>
<tr>
<td>3. Pantry fixtures and appliances</td>
<td>Fixtures, surfaces and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs.</td>
</tr>
<tr>
<td></td>
<td>Electrical and cooking fixtures and appliances are kept free from signs of use or nonuse.</td>
</tr>
<tr>
<td></td>
<td>Motor vents etc are clean and free of dust, dirt and lint. Refrigerators/freezers are clean and free of ice build-up.</td>
</tr>
<tr>
<td>4. Toilets and bathroom fixtures</td>
<td>Porcelain and plastic surfaces are free from smudges, smears, body fats, soap build-up and mineral deposits.</td>
</tr>
<tr>
<td></td>
<td>Metal surfaces, shower screens and mirrors are free from</td>
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<tr>
<td>Fixture elements</td>
<td>Required cleaning standard</td>
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<tr>
<td></td>
<td>streaks, soil, dirt, smudges, soap buildup and oxide deposits.</td>
</tr>
<tr>
<td></td>
<td>Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, dirt, smudges/streaks, mould, soap buildup and mineral deposits.</td>
</tr>
<tr>
<td></td>
<td>Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fats.</td>
</tr>
<tr>
<td></td>
<td>Plumbing fixtures are free of smudges, dust, dirt, soap buildup and mineral deposits.</td>
</tr>
<tr>
<td></td>
<td>Bathroom fixtures are free from odours that are distasteful or unpleasant.</td>
</tr>
<tr>
<td></td>
<td>Polished surfaces are of a uniform lustre. Sanitary disposal units are clean and functional. Consumable items are in sufficient supply.</td>
</tr>
</tbody>
</table>

**Equipment Elements**

<table>
<thead>
<tr>
<th>Equipment Elements</th>
<th>Required cleaning standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient Equipment</td>
<td>Equipment is free from soil including blood or body fluids, smudge, dust, dirt, fingerprints, grease and spillages.</td>
</tr>
<tr>
<td></td>
<td>Equipment is free of tapes/plastics etc that may compromise cleaning.</td>
</tr>
<tr>
<td></td>
<td>Equipment legs, wheels and castors are free from mop strings, soil, film, dust, dirt and cobwebs.</td>
</tr>
<tr>
<td></td>
<td>Equipment has no odour that is distasteful or unpleasant. Equipment is free from signs of non use.</td>
</tr>
<tr>
<td>Equipment Elements</td>
<td>Required cleaning standard</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>2. Cleaning equipment</td>
<td>Electrical appliances (and filters), web and dry vacuum cleaners and burnishes/buffing machines are stored free of grease, dirt, dust, encrustations, marks, stains and cobwebs. Electrical and battery operated appliances have visible, current tags displaying safety check, service and inspection information. Battery operated equipment (auto scrubber) is stored free of dirt, dust, marks, stains and cobwebs. Legs, handles, wheels and castors on cleaning equipment are free from stains, soil, dirt, film, cotton, fluff, cobwebs and dust. Cleaning equipment using water is stored clean and dry. Vacuum head and hose are free from dust and blockages and vacuum bags are in good condition and not over full. Annual review and risk assessment of cleaning equipment is documented and current. Cleaning trolleys are free from spillages, dirt and dust. Use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.</td>
</tr>
</tbody>
</table>
UNDEARTAKING/DECLARATION

For acceptance of Terms & Conditions of AIIMS Bhopal

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL,
SAKET NAGAR, BHOPAL-462 020(MP)
(Should be given on Non-Judicial Stamp Paper worth of Rs. 100/- duly Notarized)

1. I/we............................................................................................................................................................
   Son/ Daughter of Shri é ................................................................. Proprietor/ Partner /
   Director /Authorized Signatory of é ................................................. authorized to sign/execute this
   declaration and execute this e-tender document.
2. I/We are not associated presently or in the past with any of the office bearers of AIIMS Bhopal, either directly or indirectly.
3. I have carefully read and understood all the terms and conditions of the e-tender and hereby convey my acceptance of the same.
4. The information / documents furnished along with the above applicable 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 e-tender at any stage liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date: Full Name: 
Place: Company's Seal:

Please Note:- The above Undertaking/Declaration, duly signed and Stamped by the Authorized
Signatory of the Company, should be enclosed with Technical Bid Documents and submitted
its original hard copy with Technical Bid Envelope and scanned copy must uploaded.
ANNEXURE – II

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL – 462 020 (MP)

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)

I/we……………………………………….S/o……………………………………. Resident of
……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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FORM `A’

TECHNICAL BID

FINANCIAL INFORMATION

*(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)*

E-TENDER ID: AIIMSBPLHOSP161700401072016

Name of the E-tender: *OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL–462 020(MP)*

I. Financial Analysis- Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

PAN No. of the Firm (enclose a duly signed copy with Technical Bid Documents): ....................................

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>Rs in Lakhs</th>
<th>Document attached</th>
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<tbody>
<tr>
<td></td>
<td>Annual Turnover of the firm</td>
<td>Profit and Loss</td>
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<td>2010-11</td>
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<td>2014-15</td>
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</table>

(i) Gross Annual turnover in the business of Mechanized & Automated Cleaning/Housekeeping Services

(ii) Profit/Lost Occured in FYs duly certified copies by the CA/CS must enclose.

(iii) Enclose Balance Sheet Copies duly certified by the CA/CS.

(iv) Last five FYs Income Tax Return Certificate Copies must enclose.

II. Financial arrangements for carrying out the proposed work.

Signature of Chartered Accountant with Seal

Signature of Bidder(s) with Seal
FORM `B’

TECHNICAL BID

(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)

DETAILS OF ALL WORKS OF HOUSEKEEPING SERVICES COMPLETED DURING THE LAST FIVE YEARS ENDING LAST DAY OF THE MONTH 31.03.2015

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of work/Project and location</th>
<th>Owner of sponsoring organization</th>
<th>Cost of work in Laks of rupees</th>
<th>Date of commencement as per contract</th>
<th>Stipulated date of completion</th>
<th>Actual date of completion</th>
<th>Litigation/arbitration cases pending/in progress with details*</th>
<th>Name and address/telephone number of officer to whom reference may be made</th>
<th>Remarks</th>
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*Indicate gross amount claimed and amount awarded by the Arbitrator.

Signature of Bidder(s) with Seal
**Annexure- III(A)**

**FORM `C-1’**

**TECHNICAL BID**

*(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)*

**PROJECTS UNDER EXEUCUTION OR AWARDED**

**E-TENDER Id: AIIMSBPLHOSP161700401072016**

**Name of the E-tender:** OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL – 462 020(MP)

<table>
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<tr>
<th>S.No.</th>
<th>Name of work/Project and location</th>
<th>Owner of sponsoring organization</th>
<th>Cost of work in Lakhs of rupees</th>
<th>Date of common cement as per contract</th>
<th>Stipulated date of completion</th>
<th>Actual date of completion</th>
<th>Litigation/arbitration cases pending/in progress with details*</th>
<th>Name and address/telephone one number of officer to whom reference</th>
<th>Remarks</th>
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Certified that the above list of work is complete and no work has been left out and that the information given is correct to my knowledge and belief.

**Signature of Bidder(s) with seal**
Annexure- III (A)

FORM `C-2’

TECHNICAL BID

(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)

UNDEARTAKING – YEARS OF EXPERIENCE

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

I/ We M/s __________________________ hereby declare that:

1. Our agency has been in business for a period of at least last 5 years in Sanitation & Housekeeping services for which the relevant supporting documents are submitted.

2. The list of Hospital/commercial establishments served by our agency in the last 5 years is given below.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Govt./PSUs/Private Hospital 500 bedded or more/PSUs/commercial establishments like five star hotels/mall etc</th>
<th>No. of beds/Area (In case of Hospital)</th>
<th>No. of employees provided</th>
<th>Duration of contract</th>
<th>Contact details of the Govt./PSU/Private Hospital/commercial establishments (Contact person, address and</th>
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E-Tender ID No. AIIMSBPLHOSP161700401072016 OUTSOURCED HOUSEKEEPING SERVICES  Dated 01.07.2016  Page 95 of 111
3. We provide the undertaking that we have provided sanitation & housekeeping services in Govt./PSUs/Private Hospital/commercial establishments of similar size. (Please provide details of last five years experience):

4. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the e-tender term within 15 days of award of e-tender (A/T)/Letter of intent (LOI).

5. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of AIIMS Bhopal at short notice (any increase in required manpower), if any such need arises during the tenure of the contract.

6. **We fulfill all the statutory requirements of the relevant labour laws in India.**

Signature of the Tenderer

Name & Address with stamp
Annexure- III (A)

FORM `D’

TECHNICAL BID

(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)

PERFORMANCE REPORT OF WORKS REFERRED TO IN FORMS “B” & “C” during last preceding five years.
(In case more one organization then submit organization wise in separate sheet upload accordingly)

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

1. Name of Institution where services done : ..............................................................

2. Address of the Institute with Pin Code : .................................................................

3. Contact Details (Cell No. & Email ID) : .................................................................

4. ..............................................................................................................................

5. Contract Agreement No. & Date : ...........................................................................

6. Estimate annual cost of work e-tendered : ............................................................... 

7. Contract cost of work awarded : .............................................................................

8. Date of commencement of services : ......................................................................

9. Date of completion of services : .............................................................................

    (i) Quality of work Very Good/Good/Fair/Poor
    (ii) Financial soundness Very Good/Good/Fair/Poor
    (iii) Technical Proficiency Very Good/Good/Fair/Poor
    (iv) Resourcefulness Very Good/Good/Fair/Poor
    (v) General Behaviour Very Good/Good/Fair/Poor

    signature of the Performance Certificate issueing Authority
    (Head/Director/MS/Manager with Stamp)

Place:.................................

Dated: ..............................
FORM “E”

TECHNICAL BID

(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

STRUCTURE & ORGANISATION

1. Name of address of the bidder: .................................................................

2. Telephone no./Telex no./Fax no./Cell No./Email 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: .......................................................................... 

1. Place of registration Registration

2. Name and titles of Directors/ Officers owner/CMD/Proprietor/Chairman of firm/Agency:

3. Name & Designation of authorized person for bidding:

4. 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. YES/NO

5. Has the bidder, or any constituent partner in case of partnership firm, ever been debarred/black listed for e-tendering in any organization at any time? YES/NO

   If YES, give details

6. Has the bidder, or any constituent partner in case of partnership firm, ever been convicted by the court of law? YES/NO

   If YES, give details.

7. Have you Uploaded signed and scanned copy of organization heirchy of the firm/agency/company/corporation? YES/NO.

8. Any other information considered necessary but not included above.


Signature of Bidder(s)

Place:.................................

Dated: .................................
**FORM `F’**

TECHNICAL BID

*(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)*

E-TENDER Id: AIIMSBPLHOSP161700401072016

**Name of the E-tender:** OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

**DETAILS OF POWER STRENGTH OF THE AGENCY (ADMINISTRATIVE/EXECUTIVE/TECHNICAL/SKILLED/UNSKILLED)**

<table>
<thead>
<tr>
<th>S.N.o.</th>
<th>Designation</th>
<th>Total Number Category wise</th>
<th>Average Work experience in years</th>
<th>Average duration of employment in current position</th>
<th>Minimum Qualifications for employment in the agency</th>
<th>Number of Housekeeping projects executed or worked</th>
<th>Brief of duties</th>
<th>Remarks</th>
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<td>Administrative</td>
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Signature of Bidder(s) with Seal

Place:.........................

Dated: .........................
# FORM 'G’
## TECHNICAL BID
*(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)*

**E-TENDER Id:** AIIMSBPLHOSP161700401072016

**Name of the E-tender:** OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL – 462 020(MP)

### DETAILS OF MECHANIZED & AUTOMATED CLEANING EQUIPMENT AVAILABLE WITH FIRM/AGENCY

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of equipment</th>
<th>Nos.</th>
<th>Capacity or type</th>
<th>Number of equipment &lt; three years old</th>
<th>Condition</th>
<th>Ownership Status</th>
<th>Current Total Value</th>
<th>Remarks supporting Bill/Voucher</th>
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<td>Single Disc machine</td>
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<td>High pressure machine</td>
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<td>4</td>
<td>Water dry vaccum cleaner</td>
<td>6</td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>5</td>
<td>Ride on road sweeper</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Steam Cleaning machine</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Ride on scrubber</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Signature of Bidder(s) with Seal**

**Place:**...............................

**Dated :** ..........................
Annexure III (B)

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

TECHNO-COMMERCIAL BID DOCUMENTS CHECK LIST

(ALL REQUIRED MANDATORY DOCUMENTS NEEDS TO BE UPLOADED)

(Upload Signed, Stamped and Scanned copy of following Techno-Commercial Bid Documents including Techno-Commercial Bid Check List in the Techno-Commercial Bid Document Slot of E-tendering Solution)

<table>
<thead>
<tr>
<th>S. NO.</th>
<th>NAME OF DOCUMENT’S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*</th>
<th>YES</th>
<th>NO</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Hard copies of documents to be submitted on or before closing the bid: (Absence of the any documents E-tender may be rejected). Serial Number of submitted documents should be in sequence as mentioned below: Hard Copies of EMD, E-tender Document Fee and Undertakings (A, B C &amp;D below) should be submitted in a sealed envelope in original in the E-tender Box Kept in the Office of Medical Superintendent, AIIMS Bhopal Hospital, Saket Nagar, Bhopal-462020 on or before Closing date of the bid.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>EMD as per NIT Table No. 1 of Rs. 2,00,000/- (Two Lakh only) in the form of FDR/DD/BG in the format given at “Annexure-V” from nationalized Bank, in favor of “Director, AIIMS Bhopal” valid for Nine months period (i.e. for 270 Days).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>E-tender Document fee of Rs. 1050/- inclusive of @5% VAT in way of Demand Draft/Banker’s Cheque in the name of “Director, AIIMS Bhopal”. (Nonrefundable)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>Original copy of undertaking duly Notarized on Non Judicial Stamp Paper worth of Rs. 100/- for Non Association with AIIMS Bhopal Officials and Acceptance of AIIMS Bhopal Terms and Conditions in the Format given at Annexure-I duly attested by notary public.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Original copy of Undertaking for Criminal Liability on Non Judicial Stamp Paper worth of Rs. 100/- as per Format given at Annexure-II : I/We have been never blacklisted by any Central/State/Govt agency/No CBI/FEMA/Labour Law violation Cases Pending against their Firm duly attested by notary public.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(2) Documents needed to be uploaded in the Techno-Commercial Bid Document Slot of E-tendering Solution of AIIMS Bhopal

I. Signed and scanned copies of the above documents (A, B, C, D) shall be uploaded E-tender portal of AIIMS Bhopal (i.e. https://www.etenderwizard.com/AIIMSBHOPAL)

II. Signed and Scanned copy of Covering letter on Firm’s Letter Head mentioning list of enclosures.

III. Signed and scanned of valid Registration/Incorporation Certificate of the Firm/agency.

IV. Signed and Scanned Copy of Service Tax/VAT Registration Certificate in the name of Company/firm.

V. Signed and scanned copy of Service Tax/VAT returns filed in last two quarters of financial years 2015-16 and 2016-17.

E-Tender ID No. AIIMSBPLHOSP161700401072016 OUTSOURCED HOUSEKEEPING SERVICES Dated 01.07.2016 Page 101 of 111
<table>
<thead>
<tr>
<th>S. NO.</th>
<th>NAME OF DOCUMENT’S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*</th>
<th>YES</th>
<th>NO</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>VI.</td>
<td>Signed and scanned copy of PAN Card of the firm/company.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VII.</td>
<td>Signed and scanned copy of Income Tax return of the firm/company for the last Five Financial Years (i.e. assessment Year of FY 2011-12, 2012-13, 2013-14 and 2014-15).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VIII.</td>
<td>Signed and scanned copies of 5 years experience in Sanitation &amp; Housekeeping Services in Govt./PSU/Private Hospital at least 500 beds/commercial establishments (Hotels, Malls, Airports, Railway Stations) in Annexure-III(A) Technical Bid Forms (i.e. A, B-C-1, C-2, D, E, F &amp; G).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IX.</td>
<td>Signed and scanned copy of Average Annual Turnover in the last 5 financial years from 2010-11 to 2014-15. The bidder should have an average Annual Turnover of Rs. 60 Lakh or more providing sanitation &amp; housekeeping services business in the last 5 (Five) FYs. The copies of last five Financial years Balance Sheets, Profit and Loss Accounts duly certified by the Chartered Accountant/Company Secretary needed to be uploaded in the Technical Bid Document slot. A certificate to this effect from Chartered Accountant on his letter head should also be uploaded with technical Bid documents.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>X.</td>
<td>Signed and scanned copy of registration certificate under Employees State Insurance Act</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>XI.</td>
<td>Signed and scanned copy of registration with Employee Provident Fund organization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>XII.</td>
<td>Signed and scanned copy of valid ISO Certificate of Mechanized Housekeeping services in name of firm.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>XIII.</td>
<td>Signed and scanned a copy of the Authority Letter from competent authority of the agency/firm in the name of Authorized official on agency/firm’s Letter Head.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: If the above all desired document’s from (1) A, B, C, D & (2) I, II, III, IV, V, VI, VII, VIII, IX, X, XI, XII, XIII legible scanned copies has not uploaded by the any participating Bidder, his bid liable for rejection in “Pre-Qualification Bid” Stage.

Name & Signature
Seal of the participating Bidder Company

*Note:(√) in applicable column.

[For office use only] Bid is Accepted/rejected
Signature ------------ Signature ------------ Signature ------------
with name & date    with name & date    with name & date
**Annexure- IV (A)**

**FINANCIAL BID**

**E-TENDER Id: AIIMSBPLHOSP161700401072016**

**Name of the E-tender:** OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL–462 020(MP)

*(Should be filled in excel sheet and upload in Financial Bid Slot of E-Tendering Portal)*

*(Total Marks = 30 Marks for Financial Bid Evaluation)*

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Component of the Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.</td>
<td>MANPOWER CHARGES</td>
</tr>
<tr>
<td></td>
<td>Per month/worker</td>
</tr>
<tr>
<td></td>
<td>( Maximum Marks = 10 Marks)</td>
</tr>
<tr>
<td>i)</td>
<td>Pay per month based on prevailing Rate of Minimum Wage</td>
</tr>
<tr>
<td>iii)</td>
<td>Employees Provident Fund Contribution @ 25.36% per month</td>
</tr>
<tr>
<td>iv)</td>
<td>ESI Contribution @6.5% per month</td>
</tr>
<tr>
<td>v)</td>
<td>Any other charges</td>
</tr>
</tbody>
</table>

Sub Total (I) Rate per person per Month

Total of Manpower as per of above Categories stated in Sub-Total (I).

<table>
<thead>
<tr>
<th>II.</th>
<th>Charges for Administrative/Service provided by the Contractor per Month</th>
<th>( Maximum Marks = 10 Marks)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Charges for Administrative/Service Charges, which should include all expenditure on providing managerial/supervision/administrative Services by all means to get the work done through deployed Housekeeping staff per person engaged on monthly basis.</td>
<td>( Maximum Marks = 10 Marks)</td>
</tr>
</tbody>
</table>

Sub-Total (II) per month

| III. | Charges for Machines/Equipment/Tools Deployed per month basis | ( Maximum Marks = 5 Marks) |

E-Tender Id No. AIIMSBPLHOSP161700401072016 OUTSOURCED HOUSEKEEPING SERVICES  Dated 01.07.2016  Page 103 of 111
### Component of the Rate

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>i)</td>
<td>Charges for providing and maintaining machines, equipments, tools and tackles, small or big, and any other item(s) that may be required for fulfillment of the contract (refer Detailed Scope of Work of Annexure-F-1 and Annexure-III Form-G) / month. (Maximum Marks = 2.5 Marks)</td>
<td></td>
</tr>
<tr>
<td>ii)</td>
<td>Tractor cum trolley including Driver and Fuel Charges to transport the solid garbage daily from AIIMS Bhopal premises to BMC approved dumping yard / Month. (Maximum Marks = 2.5 Marks)</td>
<td></td>
</tr>
</tbody>
</table>

Sub-Total (III) per month

Sub-Total (I)+(II)+(III) on above per month

### IV.

**Service Tax @ 14.50 %**

(Contractor Liability Part @25%) on Sub Total (I) + (II) + (III) per month

No marks

<table>
<thead>
<tr>
<th>Service Tax @ 14.50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liability on Contractor Part @25% of Sub-Total (I)+(II)+(III) per month</td>
</tr>
<tr>
<td>Service Tax Liability on AIIMS Bhopal Part @75% of Sub-Total (I)+(II)+(III) shall be deposited directly by AIIMS Bhopal</td>
</tr>
<tr>
<td>(No marks)</td>
</tr>
</tbody>
</table>

Sub-Total (IV) per month

### V.

Charges for Consumable Materials used in AllIMS Bhopal Houskeeping per month basis

( Maximum Marks = 10 Marks)

| Charges for all monthly Consumables, Cleaning Materials and Aids provided for carry out the Housekeeping Services at AIIMS Bhopal by the Contractor on Monthly basis as per the Consumable items given at Section-III, Detailed Scope of Housekeeping work at Annexure-E-1. (Maximum Marks = 10 Marks) |

Sub-Total (V) per month

GRAND TOTAL for providing Housekeeping Services to AIIMS Bhopal on Monthly basis = Sub Total [I] + [II] + [III] + [IV] + [V]

In Words Rupees.............................................................................................................. per month

The financial Bid Evaluation shall be given 30% of weightage. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100) on Total of Sub-Total-I (Max. 10 Marks) + Sub-Total-II (Max. 5 Marks) + Sub-Total-III [(i) (Max. 2.50 Marks) + (ii) (Max. 2.50 Marks)] + Sub-Total-V(Max. 10 Marks).

The agency shall enclose the necessary breakup details of each of Sub Group Item mentioned at [I] (i)+(ii)+(iii)+(iv)+(v), [III] (A+B) charges per month.

**Important Note:-**

(A) The Manpower requirement stated in the E-tender Document is only indicative as per present load of various functional Areas of AllIMS Bhopal. The Manpower will be increased proportionately with commission of new services/departments. Contractor shall liable to provide the additional manpower, if any directed by AIIMS Bhopal on...
writing on the Rates quoted by him in this Financial Bid at Manpower Charges in respective manpower category wise.

(B) The minimum wage rates of manpower should be quoted as per Central Labour Rules and shall vary according to the Amendments/Increments enforceable by Govt. from time to time, however the offered rate/amount of items no. [II], [III] shall remain constant and will not exceed in any case from the monthly quoted rates of these items.

(C) The cost of monthly consumable shall be workout by the Contractor him self and will claim it with [V] (i) on account of Consumable items used during each of month which shall be paid by AIIMS Bhopal to Contractor.

(D) The agency will have to provide two sets of uniform per year including ID Cards to all the engaged workers working at AIIMS Bhopal premises and Gum boots, hand gloves, safety goggles, masks (to whom required as per work allocation) of good quality. The uniform color shall be approved by the Competent Authority of AIIMS Bhopal. The dress includes full Trousers, Shirt of full sleeves and waste coat apron for Male and Sari/Salwar Kurta of full sleeves with waste coat apron for Female workers.

(E) The contractor has to ensure timely payment (latest up to 7th of each Month) on the basis of current minimum wages rates applicable in the Bhopal, circle as per Central Govt. Rules to the workers deployed at AIIMS. The contractor will have to make payment through cheque/RTGS after opening of individual bank account for the workers deployed at AIIMS and also forward the copy of the monthly bank statements of the engaged workers for AIIMS Bhopal Housekeeping to AIIMS Bhopal after depositing the cheques/RTGS for necessary information/records. Further, the copy of ESI cards, EPF No. issued to the workers should also be submitted to AIIMS Bhopal for necessary information/records.

(F) Contractor should workout and quote Monthly Amount inclusive of all expenditure and applicable Taxes including Service Tax (Contractor Liability part) in above given Financial Bid format.

I/we also declare that, I/we will abide all the Terms and Conditions of this E-tender and Rules and Regulation of AIIMS Bhopal Administration, which so ever communicated to me time to time, if awarded the E-tender.

I/we are also aware that the Director, AIIMS Bhopal reserves his exclusive right to cancel our E-tender in part or full without assigning any reason, what so ever, and for the same, I/we will have no right to challenge the same in any court of law.

Signature of Authorized Person of the Tenderer

Date : Full Name:
Place : Company’s Seal:
Annexure-V

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender:  OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL,
SAKET NAGAR, BHOPAL-462 020(MP)

FORMAT FOR EMD BANK GUARANTEE (EMD-BG)

Whereas _______________________________ (hereinafter called the “Bidder”) has submitted its quotation dated _______________ for the supply of _______________________________ (hereinafter called the “E-tender”) against the Purchaser’s E-tender Enquiry No. ___________________________________ Know all persons by these presents that we ___________________________________ (Hereinafter called the “Bank”) having our registered office at ________________________________ are bound unto _______________________________ (hereinafter called the “Purchaser) in the sum of _______________________________ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _______________ day of __________ 20___. The conditions of this obligation are:

If the Bidder withdraws or amends, impairs or derogates from the e-tender in any respect within the period of validity of this e-tender.

If the Bidder having been notified of the acceptance of his e-tender by the Purchaser during the period of its validity (180 Days):

a) fails or refuses to furnish the performance security for the due performance of the contract.

or

b) fails or refuses to accept/execute the contract.

or

c) if it comes to notice that the information/documents furnished in its e-tender is incorrect, false, misleading or forged

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This EMD Bank Guarantee will remain in force for a period of additional 90 Days (Ninety days) after the period of e-tender validity (180 Days) i.e. total validity of EMD should be 270 Days (i.e. Nine Month) from the scheduled date of submission of Bid and any demand in respect thereof should reach the Bank not later than the above date.

Signature of the authorized Office of the issuing Branch of the Bank __________________________

Name and designation of the Officer ______________________________________________________

Seal, Name & Address of the Bank _______________________________________________________

Address of the issuing Branch with Telephone No. & Email ID _______________________________
FORMAT FOR PERFORMANCE SECURITY BANK GUARANTEE

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL-462 020(MP)

TO,

The “Director”,
All India Institute of Medical Sciences (AIIMS) Bhopal
Saket Nagar, Bhopal- 462 020 (MP) INDIA

WHEREAS _____________________________ (Name and address of the supplier) (Hereinafter called “the supplier”) has undertaken, in pursuance of contract no_________________________ dated _________________ to supply (Stores) (hereinafter called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of. ________________________ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to 27 (Twenty Seven) months from the date of satisfactory acceptance of Supplies in the User Department at AIIMS Bhopal i.e. up to -------------------- (indicate date).

........................................
(Signature with date of the authorized officer of the Bank)

........................................
Name and designation of the officer

........................................

Seal, name & address of the Bank and address of the issuing Branch, including Telephone No. & Email ID
ANNEXURE–VII

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHPAL–462 020(MP)

FORMAT FOR CONTRACT AGREEMENT

(Format for Entering into Contract Agreement with the Qualified Tenderer on Non Judicial Stamp Paper worth of Rs.100/-)
(Address of the Purchaser’s/Consignee’s Office issuing the contract)

THIS AGREEMENT made the .......... day of ........................., 2015 Between __________________________ __________________________
(hereinafter “the Client”) of the one part and M/s __________________________
________________________ (hereinafter called “the Contractor”) of the other part:

WHEREAS the Client is desirous that certain services viz. Supply Housekeeping Services in the e-tender reference no. _____________ Dated ______ and has accepted a bid by the Contractor for the performance services for the sum of Rs. ______/- (Rupees ________________________________ only) (hereinafter called “the Contract Price”) and supply of consumables as per rates given in the financial bid of its e-tender.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to, and they shall be deemed to form and be read and construed as part of this agreement.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
   a) The Letter of Acceptance/Notification of Award issued by the Client.
   b) The supplier’s bid including enclosures, annexures, etc.
   c) The General Conditions of the Contract
   d) The Detailed Scope of Housekeeping Work given at Section-III
   e) The Financial Bid
   f) Any other document listed in the supplier’s bid and replies to queries, clarifications issued by the purchaser, such confirmations given by the bidder which are acceptable to the contractor and the entire Addendum issued as forming part of the contract.
3. In consideration of the payments to be made by the Client to the Contractor as hereinafter mentioned, the Contractor hereby covenant with the Client to provide, the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Client hereby covenants to pay the Contractor in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract. Brief particulars of the goods and services which shall be supplied / provided by the Contractor are as under:-

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Brief Description of Services</th>
<th>Contract Duration</th>
<th>Total Price</th>
<th>Service tax in %</th>
<th>Total value inclusive of Service tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
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<td>10</td>
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</tr>
</tbody>
</table>
Cost of consumables used during performance of services shall be reimbursed on monthly basis as per rates quoted by the Contractor and Contractor will enclose the Consumable Items Bill in original for verification purpose along with each of monthly Invoice.

IN WITNESS where of the parties here to have caused this Agreement to be executed in accordance with the laws in force, the day and year first above written.

<table>
<thead>
<tr>
<th>For and on behalf of the ‘Agency’</th>
<th>For and on behalf of the “Director, AIIMS Bhopal”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of the authorized Official</td>
<td>Signature of the authorized Officer</td>
</tr>
<tr>
<td>Name of the Official</td>
<td>Name of the Officer</td>
</tr>
<tr>
<td>Stamp / Seal of the ‘Agency’</td>
<td></td>
</tr>
</tbody>
</table>

 SIGNED, SEALED AND DELIVERED

By the Said

______________________________Name

on behalf of the ‘Agency’ in presence of

Witness 1: ___________________________

Name: ___________________________

Address: ___________________________

Witness 2: ___________________________

Name: ___________________________

Address: ___________________________

By the said

______________________________Name

on behalf of the “Director, AIIMS Bhopal” in presence of

Witness 1: ___________________________

Name: ___________________________

Address: ___________________________

Witness 2: ___________________________

Name: ___________________________

Address: ___________________________
Annexure-VIII

E-TENDER Id: AIIMSBPLHOSP161700401072016

Name of the E-tender: OUTSOURCING OF HOUSEKEEPING SERVICES AT AIIMS BHOPAL, SAKET NAGAR, BHOPAL–462 020(MP)

Format for providing facilities, Wages, ESIC, EPF, Bonus, Uniform Outfits etc. to each of individual Employee deployed for AIIMS Bhopal Housekeeping Services
(Applicable for submit after deployment of Manpower at AIIMS Bhopal)

For Individual S.A./ Supervisor/Manager etc. due and net payable/paid monthly wages etc. may be furnished in the following format:-

1. S.No.
3. Basic
4. Weekly Off
5. Gratuity @ 4.81% of Basic+ VDA
6. Bonus
7. Uniform Outfit
8. Washing Allowance
9. Net Due
10. Total Days (Duties)
11. Total No. of Days (Duties)
12. P.F Employer Share
13. P.F Employee Share
14. ESI Employer Share
15. ESI Employee Share
16. Total Net Payable/Paid with Bank Account No