

Value of document = Rs. 3000/-



**TENDER FOR OUTSOURCING OF SANITATION, CLEANING  
AND HOUSEKEEPING SERVICES**

**AT**

**LATE SHRI LAKHIRAM AGRAWAL MEMORIAL MEDICAL  
COLLEGE, & ASSOCIATED HOSPITAL RAIGARH (C.G.)**

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**OFFICE OF THE DEAN  
LATE SHRI LAKHIRAM AGRAWAL MEMORIAL MEDICAL  
COLLEGE, RAIGARH (C.G.)**

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S.No./MC/PUR/TENDER/2017-18/

Raigarh Date.....

**Tender Notice  
Outsourcing of Sanitation, cleaning and Housekeeping  
services.**

Late Shri Lakhiram Agrawal Memorial Medical College & Hospital (**LSLMMCH**) Raigarh,(C.G.) invites tender/ bids under 2 cover bid system for providing Sanitation, Cleaning and Housekeeping Services on outsourcing basis in a phased manner as per necessity of LSLMMCH. The Tender Document containing the detailed scope of work and other terms & conditions attached to the required services may be viewed and obtained from our website [www.gmcraigarh.edu.in](http://www.gmcraigarh.edu.in)

Cost of Tender Document – <b>Rs.3000/-</b>		
<b>Earnest Money Deposit</b> The requisite EMD shall have to be paid as follows:-		
Payable to	EMD in the form of	EMD amount in rupees.
<b>Dean, Late Shri Lakhiram Agrawal Memorial Medical College Raigarh (C.G.)</b>	Banker's Cheque/Demand Draft	<b>3,00,000/- (Three lac) only.</b>
Bid Start Date	<b>18.08.2017 at 11.00 AM onwards</b>	
Last Date & time of submission of Form through Online at Website <a href="https://eproc.cgstate.gov.in/">https://eproc.cgstate.gov.in/</a>	<b>03.09.2017 before 11:59 PM</b>	
Last Date & time for submission of Physical documents	<b>04.09.2017 before 05:00 PM</b>	
Date and Time of Prequalification/Technical bid opening	<b>05.09.2017 at 03:00 PM</b>	
Financial bid opening	<b>05.09.2017 at 04:00 PM</b>	

**Dean  
Late Shri Lakhiram Agrawal Memorial  
Medical College Raigarh (C.G.)**

## **1. INTRODUCTION:**

- I. Late Shri Lakhiram Agrawal Memorial Medical College & associated Hospital Raigarh (C.G.), invites e-tenders under two bid system from the prospective service providers on outsourcing basis for providing Sanitation, cleaning & Housekeeping Services at the various buildings mentioned below at **Para-3** for a period of One year which may be extended further on year to year basis up to Two year (total three years) subject to the satisfactory work done during the preceding year (s). Since, the College & Hospital has not been made fully functional at present therefore, the services will be initially taken on need basis and the scope of work will expand with the passage of time. A tentative deployment plan containing maximum requirement of workers to be outsourced for sanitation, cleanliness and housekeeping service is under consideration of the govt. for approval. Maximum requirement of institute may range between **100-140** person/ workers. However, the institute's present requirement shall be **70** person/workers which may increase later on as per necessity. Prospective bidders are, therefore, requested to carefully go through this Tender document and quote their best offer on the prescribed format along with the complete terms & conditions.
- II. The bids should be submitted online at website : <https://eproc.cgstate.gov.in/> latest by **03.09.2017 before 11:59 PM** and Prequalification/Technical bid will be opened on **05.09.2017 at 03:00 PM** in the Council hall, Admin Block, Medical College Raigarh in the presence of the bidder(s) or their authorized representative(s), who wish to be present at the scheduled date and time and Financial bid of technically qualified bidder shall also be opened in the same manner and venue on **05.09.2017 at 04:00 PM** in the Council hall, Admin Block, Medical College Raigarh.

## **2. MAIN OBJECTIVE:-**

The main objective of this contract shall be to provide a high level of a neat, clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staff deployed are dressed in neat and clean uniform approved by the Govt. Medical College Raigarh. Officials of LSLAMMC will also monitor the entire work and staff.

## **3. NATURE & SCOPE OF SERVICES REQUIRED:-**

The nature of services required in different blocks of LSLAMMC, Raigarh is detailed as under:

### **A. ADMINISTRATIVE BLOCK:**

1. **Daily Services:** -Daily Cleaning services should be provided in Admin. Block so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8:00 a.m. in rooms where work will start at 9:00 a.m. and before 9:00 a.m. in the rooms where work will start at 10:00 a.m. Contractor will arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the LSLAMGMCH. Cleaning and Housekeeping staff has to do following activities in all corridors, all covered and open areas of Admin. Block.
2. Mechanized Cleaning, scrubbing, waxing, dusting and disinfecting of bathrooms, toilets, wash basins, sanitary fittings, floors, lifts etc. of all the areas.

3. Mechanized Cleaning & mopping with disinfectant of stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, Corridors Ceilings, Office Rooms, Meeting halls, training rooms at regular intervals on daily basis.
4. Vacuum cleaning of all carpets and upholstered furniture.
5. Cleaning, dusting of electrical switch boards, light fixtures, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
6. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 2 times.
7. The dust bins shall be washed at regular intervals.
8. Spraying room fresheners in all rooms on daily basis at regular intervals whenever desired.
9. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check –ups in the morning, afternoons and on call basis during daytime.
10. Any additional work assigned by the Dean, medical college raigarh or other designated supervisory officer.
11. The inspection report of each floor of each block has to be given daily report to the HOD or person assigned this job by the supervisor or responsible person of contractor.

**II. Weekly Services:** - The deep cleaning of the entire area will be done by the contractor once a week (on any Holiday preferably Sunday) as under: -

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, porches etc.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grill with detergent/ cleaning agents.
5. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
6. The tenderer will make a cleaning program and submit to LSLAMMC Raigarh for weekly cleaning so that concerned supervisory officer could be deputed on the day of cleaning to make the area available and supervise the cleaning work.

**B. MEDICAL COLLEGE & NURSING COLLEGE BUILDING:**

Apart from providing the general daily and weekly sanitation, cleaning & Housekeeping services as mentioned in case of Admin Block above, the successful bidder shall have to provide the following additional services in college building/block:

**I. Cleaning of Laboratory and other Critical Areas:-**

1. All the dustbins shall be washed and lined with colour coded bags and the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week.
2. Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
3. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

4. Rotation of staff in Laboratory may be kept at minimum.
5. In morning the trash bag shall be changed when it is full.
6. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.

## II. **Cleaning of office Library and Faculty Rooms:-**

1. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
2. The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery.
3. The worktables shall be mopped with soap solution in the morning.
4. The faculty's office & Library shall be mopped with soap solution in the morning.
5. Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
6. Library book racks, chairs, tables and computers shall be dry dusted everyday.

## C. **HOSPITAL BUILDING/ BLOCK:**

Apart from providing the general daily and weekly sanitation, cleaning & Housekeeping services as mentioned in case of Admin Block above, the successful bidder shall have to provide the following additional daily services in Hospital building/block:

1. Housekeeping / cleaning services should be provided round the clock on all days including holidays in OPD Block, ICU, CCU, IPD Block so that all areas are neat and clean all the time.
2. Apart from providing other services as in case of Admin block, the Housekeeping staff has to do following activities for all of the Hospital rooms of all the departments, stores, canteen, kitchen, consultant's chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, all corridors and all covered and open areas of this Block.
  - Cleaning and disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
  - Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
  - Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
  - The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
  - Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area.
  - Refilling, replacing and emptying of sharp containers at all stations.
  - Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
  - Washing linen which are soiled by urine, vomitus, faeces and others with 1% hypochlorite solution and send to laundry.
  - Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW (Bio-Medical Waste) collection point/ incinerator area.
  - Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT In-charge).

- Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
- Cleaning and carbonization of ICU beds, OT beds between cases (as per instruction & direction of OT In-charge).
- Washing of slippers in ICUs, OT, dialysis etc. Assist in fumigation of ICUs as per schedule.
- Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check –ups in the morning, afternoons and on call basis during daytime.
- Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / nursing orderly / staff nurse / nursing sister.
- The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.
- The cleaning materials used by contractor should not be reactive to kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, ceramic fittings of toilets. If it is found at any time that any damages occurred due to use of wrong chemicals the same shall be rectified on the risk and cost of contractor.
- **Cleaning of Laboratory and other Critical Areas:-**
  - i. All the dustbins shall be washed and lined with colour coded bags in the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week. ii. Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
  - iii. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

#### **D. HOSTELS & GUEST HOUSE:**

The successful service provider shall have to provide the following services in all the hostels & Guest House of LSLAMMCH : **Daily Services: -**

1. Daily Cleaning services should be provided in all the Hostels and Guest House so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8:00 a.m. so that occupants of Hostels and Guest House could be able to left for their jobs well in time. Cleaning and Housekeeping staff has to do following activities in all corridors, covered and open areas of Hostels& Guest House:
2. Mechanized Cleaning, scrubbing and disinfecting of bathrooms, toilets, wash basins, sanitary fittings, floors, lifts etc. of all the areas once in a day.
3. Mechanized Cleaning & mopping with disinfectant of stair cases, cabins, lobbies, reception, Corridors Ceilings, at regular intervals on daily basis.
4. Vacuum cleaning of all carpets and upholstered furniture.
5. Cleaning, dusting of electrical switch boards, light fixtures, name plates, door mats, fire fighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
6. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis.
7. The dust bins shall be washed at regular intervals.

8. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime.
9. Any additional work assigned by the Dean / Addl. Director/ MS/ACF or other designated supervisory officer.

**Weekly Services:** - The deep cleaning of the entire area will be done by the contractor once a week (on any Holiday preferably Sunday) as under: -

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grill with detergent/ cleaning agents.
5. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
6. The tenderer will make a cleaning program and submit to LSLAMMC Raigarh for weekly cleaning so that concerned supervisory officer could be deputed on the day of cleaning to make the area available and supervise the cleaning work.

**E. STUDENTS RECREATION& PRA:**

1. Daily sweeping, mopping and weekly vacuum cleaning of the floors.
2. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material and re-stocking of necessary toiletries viz. naphthalene balls and soaps etc.

**F. AUDITORIUM:**

1. Daily sweeping, thorough dusting of chairs and weekly vacuum cleaning of the floors and chairs.
2. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material and re-stocking of necessary toiletries viz. naphthalene balls and soaps etc.

**G. ESS & INCINERATORS:**

Since these are restricted areas, hence the services like dry sweeping, cleaning of ceilings & high walls, roofs etc. shall be required in the presence of authorized officer/official only as and when required.

**H. STRUCTURAL GLAZING:**

This is the coloured Glass fitted on outer walls of number of blocks in this institution. **Bidders are advised to visit the premises of LSLAMMC to understand the size and design of structural glazing thoroughly before quoting their rates.** Successful bidder shall have to clean/wipe out these glazing to a shiny finish as and when required by LSLAMMC Administration. The successful contractor shall also have to remove the webs and wall stains etc. while cleaning the glazing. Cleanliness of glazing may be required on quarterly/half yearly/ yearly depending on the condition of glazing, hence separate per square meter rates have been called for cleanliness of structural glazing in the Financial Bid proforma.

**I. MAIN GATE OF INSTITUTION:**

1. Daily sweeping, thorough dusting & cleaning of chairs & Signage and weekly vacuum cleaning of the floors and chairs.
2. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs.

**J. ROADS & PEDESTALS:**

1. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, Pump Rooms, AC Plants etc. on daily basis or as directed by the Authorized Officers of LSLAMMC, Raigarh.
2. Sprinkling of water every morning early at 3.00 AM to keep the surroundings dust free.
3. Weekly washing of outside area i.e. roads & pedestals with High Pressure Jet Machine.

**K. ROOFS/TERRACE AND BASEMENT:**

Dry sweeping and cleaning of ceiling & walls as and when required by LSLAMMC Administration.

**L. COMMON LOBBIES AND STAIRS OF RESIDENTIAL AREA:**

1. Daily sweeping, mopping and weekly vacuum cleaning of the floors area of common lobbies and stair cases.
2. Cleaning of ceilings and high walls, removal of wash stains on walls and cleaning of roofs on weekly basis.
3. Daily collection of garbage from residencies and its eco-friendly disposal at designated sites.

**M. STILTS:**

1. Daily sweeping of stilt area and eco-friendly disposal of garbage.
2. Cleaning of ceilings and high walls, removal of wash stains on walls.

**4. DUTIES & RESPONSIBILITIES OF BIDDER / SERVICE PROVIDER:**

The duties and responsibilities of successful bidder/ service provider shall be as under:

1. All the garbage collected at the designated points spreaded over the LSLAMMC campus is to be lifted in tractor trolleys as well as the general waste which does not require incineration should be cleared on daily basis to municipality defined yards outside LSLAMMC Campus. In additions to this the cleaning of garbage points is also under the responsibility of Contractor. If the garbage is not lifted as per above defined mode, penalty of Rs. 5000/- on each failure occasion shall be imposed on the Contractor.
2. It is the responsibility of contractor, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned within 2 (Two) hours after reporting the complaint. If there is any loss/ inconvenience to LSLAMMC owing to chocking, appropriate penalties shall be imposed on the contractor.
3. **Waste Disposal Management (Including Bio-Medical Waste): -**
  - The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
  - The contractor will teach and train his staff for the collection / disposal work. The sanitation officer will help in the regular training of his staff and Matrons will deliver lecture once in a month to cleaning staff regarding hygiene.
  - The garbage will have to be disposed off on alternative day.
  - The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within LSLAMMC.



- Supervision of collection of BMW (Bio Medical Waste-bin) by the outsourced agency. Ensure that all the dustbins are cleared daily.
  - The tenderer will make a cleaning program and submit to LSLAMMC Raigarh for weekly cleaning so that concerned official / Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
  - The contractor will work in the specified area mentioned in the scope of work as and when required by LSLAMMC Administration.
4. **Housekeeping Monitoring and Control:-**For better management and smooth services, the following monitoring mechanism will be adopted by the contractor:-
- **Toilets Checklist:-**This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervisor on duty daily.
  - **Management/Housekeeping Services Requirements/ Complaints Report: -** This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/ requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer to be arranged by the Contractor and reported to In-charge Officer of LSLAMMC Raigarh. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
  - **Housekeeping Services Complaint Register: -** This register is to be completed on the basis of information received by the Housekeeping Supervisor from LSLAMMC Raigarh.
  - Rotation of staff in critical areas like OT, Laboratory, ICU& Wards may be kept at minimum.

#### **5. INSTRUCTIONS FOR TENDERER: -**

- i. All the Prequalification Bid will be scrutinized **on 05.09.2017 at 03.00 pm in council hall of Admin Block of LSLAMMC Raigarh**, by the evaluation committee constituted by the Dean to check all relevant documents for their authenticity and the Financial Bid of Technically accepted tenders shall be opened thereafter **on 05.09.2017 at the same venue at 04.00 PM.**
- ii. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period of 120 days otherwise the EMD submitted by the tendering firm would stand forfeited.
- iii. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
- iv. A formal contract on judicial paper/stamp paper shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
- v. The successful tenderer will have to deposit a Bank Guarantee of 10% of total annual cost of the work by way of Bank Guarantee of scheduled bank in favour of Dean, LSLAMMC Raigarh as per the prescribed format attached as **Annexure -V** payable valid for 60 days beyond the expiry period of contract.
- vi. The successful Tenderer will have to deposit the Bank Guarantee and commence the work within 7 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
- vii. Each page of the tender documents and papers submitted along with bid, should be properly indexed, page numbered, signed and stamped by the authorised signatory in acceptance of the terms and conditions laid down by the LSLAMMC.

- viii. The Dean, LSLAMMC Raigarh reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
- ix. The Dean, LSLAMMC Raigarh reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

**6. GENERAL INSTRUCTIONS FOR TENDERER :-**

1. The persons deployed by the contractor should be properly trained or having copters training from a hotel management institute have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment's.
2. The contractor must employ adult labour only. Employment of child labour will lead to the termination of the contract. The contractor shall engage only such workers, whose antecedents have been thoroughly verified.
3. Dean, LSLAMMC Raigarh, however, reserves the right to terminate the contract by serving one months' notice, in writing if the Institute is not satisfied with the services of the contractor. The contractor may also ask for the same by giving three months' notice but he has to provide the housekeeping facility till the next agency takes over.
4. In case of breach of any terms and conditions attached to the contract, the Bank Guarantee of the contractor will be liable to be forfeited by LSLAMMC, besides annulment of the contract.
5. The contractor has to provide standard liveries to its housekeeping staff. The staff shall be in proper uniform provided by the contractor but approved by LSLAMMC with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of competent authority of LSLAMMC.
6. LSLAMMC will provide the space for setting up a control room for the contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the hospital. The contractor will arrange for all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment's, etc.
7. LSLAMMC will provide space for a store room to the contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipment's in the store room and maintain a computerized record of the stores which shall be open to inspection by LSLAMMC staff during working hours.
8. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the sister I/C/Supervisor/Officer of that area i.e. wards/ OPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the sister I/C/Supervisor/ Officer. All instruction given by sister I/C/Supervisor/Officer should be considered in the scope of work.

9. Intending tenderers are advised to inspect and examine the site and its surroundings in order to have a broader idea of the location and scope of work and satisfy themselves before submitting their tenders. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.
10. The Dean, LSLAMMC Raigarh does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without assigning any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be rejected.
11. Cleaning of animal house & mortuary in the college Block/Hospital and dissection hall of anatomy department.
12. **The Contractor shall :**
  - Ensure Animal (quadrupeds), honey bee, bats, bees, pigeon, flies free environment in the premises of LSLAMMC.
  - Ensure that their managers/supervisors are equipped with mobile phones.
  - Provide Hospital Waste management services when applicable including all equipment, containers, trolleys etc.
  - Arrange for a garbage disposal vehicle, and other equipment's required for segregation and disposal of waste in a professional manner to designated place as ear marked by the district/municipal administration.
  - The contractor will also ensure that the garbage should be disposed separately i.e. dry and wet garbage in the marked disposal area in proper and eco-friendly manner.
  - The contractor will also ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the contractor to the housekeeping staff.
  - The contractor shall ensure that the uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
  - Every Supervisor deputed by the firm should maintain a register for keeping the daily record for sanitation & housekeeping services & should take signature from the concerned department for their comments.
  - For any stolen, missing or defective items related to Civil, Electrical or A.C, persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section for getting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.

- The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to be rendered to LSLAMMC and shall comply with all relevant labour law as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify LSLAMMC against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which LSLAMMC Raigarh may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
13. **Liquidated Damages:-**Whenever and wherever it is found that the cleanliness is not up to the mark it will be brought to the notice of the supervisory staff of the contractor by sister I/C or the authorized officer of LSLAMMC of the area and if no action is taken within ONE hour, liquidated damages @ Rs.2000/- per complaint shall be imposed. The decision of Dean, LSLAMMC Raigarh shall be final, in this regard.
  14. **Manpower:-**
    - a. Any misconduct/misbehaviour on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to the Dean, LSLAMMC.
    - b. The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person. The Institute has every right to remove the said person, immediately and responsibility if any to be borne by the contractor.
    - c. The contractor shall ensure that the person deployed are disciplined and well-mannered in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
  15. **Dispute Settlement: -** It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator **appointed by the Principal Secretary , Ministry of Health & Family Welfare to the Govt. of Chhattisgarh** whose decision shall be final and binding on both the parties.

## PROVISIONAL CLEANING SCHEDULE

### WASHROOM

S.No.	Activity	Frequency	Agents used
01	Attached Washroom & wash basin cleaning.	Every 6 hour	Germicide or any disinfectant approved by LSLAMMC, Raigarh.
02	Public Washroom & wash basins cleaning	Every 2 hours or and as and when required	Germicide or any disinfectant approved by LSLAMMC, Raigarh.

### OFFICE ROOMS/LOBBY/ COVERED SPACE WITHIN BUILDINGS

S. No.	Activity	Frequency	Agents used
01	Garbage Removal	TWICE a day/ when bags are 3/4thFull	As per the BMW guidelines
02	Dry Mop	TWICE a day	Feather Brush
03	Dusting	ONCE a Day	Z colour duster
04	Mopping	TWICE a Day	Germicide or any disinfectant approved by LSLAMMC, Raigarh.

### HOSPITAL, IPD & OPD BLOCK

S. No.	Activity	Frequency	Agents used
01	Garbage Removal	Thrice a day/ when bags are 3/4thFull	As per the BMW guidelines
02	Dry Mop	Thrice a day	Feather Brush
03	Dusting	Thrice a Day	Z colour duster
04	Mopping	Thrice a Day	Germicide or any disinfectant approved by LSLAMMC, Raigarh.
05	Washroom & washbasins leaning	Hourly basis and as and when required	Germicide or any disinfectant approved by LSLAMMC, Raigarh.

### ACADEMIC AREA

S. No.	Activity	Frequency	Agents used
01	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per the BMW guidelines
02	Dry Mop	Twice a day	Feather Brush
03	Dusting	Twice a Day	Z colour duster
04	Mopping	Twice a Day	Germicide or any disinfectant approved by LSLAMMC, Raigarh.
05	Washroom & washbasin cleaning	Hourly basis and as and when required	Germicide or any disinfectant approved by LSLAMMC, Raigarh

## DEPARTMENTS

S. No.	Activity	Frequency	Agents used
1	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per the BMW guidelines
2	Dry Mop	Twice a day & when required	Feather Brush
3	Dusting	Twice a day & when required	Z colour duster
4	Mopping	Twice a day & when required	Germicide or any disinfectant approved by LSLAMMC, Raigarh
5	Washroom & washbasins cleaning	Hourly basis and as and when required	Germicide or any disinfectant approved by LSLAMMC, Raigarh

### **7. RECORD & DOCUMENT TO BE MAINTAINED:-**

#### **General Requirements and Documentation:**

- . Organisational structure and line of authority.
- Housekeeping manual and all SOP (Standard Operating Procedures).
- List of equipment's used
- Colour coding.
- On job training and documentation.
- Description for each category of housekeeping.
- Hospitable and polite behaviour with patients and hospital staff.
- HBV vaccination of all the staff.
- Maintaining records of :-
  - a) Needle sticks injuries
  - b) Amount of waste going out to outsourced agency
  - c) Memorandum of understanding
  - d) Complaint log book
- Maintaining logs and checklist.
- Both male and female staff should be posted in areas like ICUs, Casualty and OPD, CCU & Wards.
- Female patients should be attended by female staff only. Immediate replacement of on leave staff.
- Rotation of staff if required.

## **8. PENALTIES:-**

1. If during inspection, the workers are found without uniform or without I-Card, a penalty of Rs. 200/- per employee will be charged per instance per day.
2. It is mandatory that the Supervisors / Sanitary Attendants / Hospital Attendants should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 hours, failing which a penalty of Rs. 500/- per instance will be charged.
3. Recurring of irregularities given at Sr. No. 1 and 2 the penalties will be double charged.

## **9. PREPARATION AND SUBMISSION OF TENDER:**

1. The tender should be submitted in two parts i.e. **Prequalification Bid and Financial Bid by Online Mode Only at Website <https://eproc.cgstate.gov.in/>** Bidder shall also submit a copy of acknowledgment of online submission along with photocopy of pre-qualification documents, DD/Bankers Cheque(EMD) on or before 03.09.2017 at the Office of the Dean, Late Shri Lakhiram Agrawal Memorial Medical College.
2. **Earnest Money Deposit:** The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of **Rs. 3, 00,000 (Rupees Three Lakhs Only)** by way of Demand Draft/Bankers' Cheque duly pledged in favour of **"Dean, Late Shri Lakhiram Agrawal Memorial Medical College, Raigarh"**. The DD/Bankers Cheque for earnest money deposit must be enclosed in the envelope containing the acknowledgment of online submission and pre-qualification document to submitted in physical form as mentioned above. The EMD of the successful bidder shall be returned after the successful completion of contract order and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without EMD will be rejected.
3. **Tender Fee:** Tender fee will be Non-refundable amount of **Rs. 3000/- (Rupees Three thousand only)**. NIT details can be downloaded from our website [www.gmcraigarh.edu.in](http://www.gmcraigarh.edu.in). The Tender Fees should be paid online in **Account- Dean, Late Shri Lakhiram Agrawal Memorial Medical College, Account No. 33232602644, IFSC SBIN0004802**. UTR No. of the Payment of Tender Fees should be quoted while the tender document online.
4. **Signing of Tender:** A. Individuals signing tender or other documents connected with the contract specify: -
  - (i). Whether signing as a "Sole Proprietor" of the firm or his attorney.
  - (ii) Whether signing as a "Registered Active Partner" of the firm or his attorney.
  - (iii) Whether signing for the firm "Per Procuration."
  - (iv) In the case of companies and firms registered under the Indian Partnership Act the capacity in which signing, e.g. Secretary, Manager, Partner etc. or their attorney and produce Copy of document, empowering him to do so, if called upon to do so.

**Note: In case of unregistered firms, all the members or all attorneys duly authorised by all of them or the Manager of the firm should sign the tender and subsequent documents.**

## **10. OTHER TERMS & CONDITIONS:**

- 1. Period of Contract:** The contract period shall commence from the date of execution of contract or from any other prospective date mutually agreed between the parties and shall remain for **ONE year**. The period is further extendable on year to year basis for a maximum period of next 2 years (total 3 years) on the same terms and conditions and the rates at which the contract is awarded and will be valid throughout the extended period of contract and any claims whatsoever on account of increases in the rate of material to be used and other factors such as statutory payments, etc., shall not be entertained by LSLAMMC and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the LSLAMMC, Raigarh through appropriate reduction of the contracted rates. Further any upward revision of Minimum Wages by the Government, amount may be revised accordingly.
- 2. Qualifying Requirements: -**
  - A.** Only registered, bonafide, reputed and experienced firms/agencies having at least **five years' experience** in the field of Sanitation & Housekeeping services in Govt. / well reputed private hospitals having **200-500 beds capacity** to handle jobs relating to Sanitation & Housekeeping of large complexes. Proofs of successfully completion/execution of work for the atleast **2 hospitals are required to be enclosed**.
  - B.** **The average annual turnover of Housekeeping services provided by the bidder should not be less than Rs. 1 Crore Fifty Lakhs during the last Three years** as per their audit books of accounts/Tax Returns with clear evidence that the turnover is derived from provision of services which form the subject matter of the present notice. **Annual turnover certificate issued by chartered accountant be attached for proof.**
  - C.** A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible. **An affidavit to this effect shall have to be filed by the bidder and submitted with Technical Bid.**
  - D.** Bid should be complete and covering the entire scope of job and should conform to the General and Special Conditions indicated in the bid documents. Incomplete and non-conforming bids will be rejected outright.
  - E.** No Joint Venture/ Consortium is allowed to participate in the Tender Process. Tenderer should submit **an undertaking** on firm's letter head in this regard.
  - F.** List of the present contract with public and private hospitals.
  - G.** Certificate of its registration. Documentary proof regarding payment of service tax, income tax, work contract tax and other tax applicable and paid for the last two years.
  - H.** Certificate for registration with Income tax, GST, PF, ESI, and any authority applicable for the last two years.
  - I.** Satisfactory performance certificate issued by atleast 2 Govt./private hospitals during the last two financial years.
- 3. Authority of person signing document: -** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, the Dean, LSLAMMC Raigarh may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.



4. **Validity:** The quoted rates must be **valid for a period for 120 days** from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.  
In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
5. **Arbitration:** If any difference arises concerning this agreement, its interpretation or payment to be made there-under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Principal Secretary, Ministry of Health and Family Welfare to the Govt. of Chhattisgarh. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.
6. **Subletting of Work:** The firm **shall not assign or sublet** the work/job or any part of it to any other person or party without having first obtained permission in writing of LSLAMMC, Raigarh, which will be at liberty to refuse if thinks fit. The tender is not transferable. Only one tender shall be submitted by one tenderer.
7. **Breach of Terms and Conditions:** In case of breach of any terms and conditions as mentioned above, the Dean, LSLAMMC Raigarh will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by LSLAMMC, Raigarh in that event the EMD deposit shall also stands forfeited.
8. **Insolvency etc.:** In the event of the contractor/firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified, LSLAMMC, Raigarh shall have the power to terminate the contract without any prior notice.
9. **Payment Term:** LSLAMMC, Raigarh shall pay the agreed amount on production of monthly bill (in triplicate) for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents, satisfactory performance certificate along with documents verifying payment by the agency to its employees in the previous month through RTGS (Disbursement Sheet certified by Bank), ECR for PF (Clearly specifying the name and UAN of the labour deputed at LSLAMMC), ESI Challans and Returns (Clearly specifying the name of Labour deputed at LSLAMMC), GST Challans. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period except revision of minimum wages. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

**In case the contractor defaults in payment of wages to the labour, for 2 months (if any complaint recorded from any party) then the disbursement of wages shall be directly done by the LSLAMC, Raigarh, and the amount disbursed shall be deducted from the bill presented for the concerned month.**

10. The LSLAMMC Raigarh, reserves the right to review the performance of the firm every three months or whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contract firm. The LSLAMMC Raigarh (C.G.) further reserves the right to renew the contract the such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract.
11. The contractor shall depute optimum no of workers and supervisors including sufficient number of ladies workers (for ladies toilets and washrooms) for cleaning of the requisite toilets & corridors, lobby areas, including stair cases and lifts areas as detailed above under heading scope of work required in LSLAMMC Raigarh. The job will include cleaning and washing of urinals, W.C. pans, marble flooring, tiled walls, taps and fittings, wash basins, sinks with detergent powder and liquid phenyl daily. It will be ensured that toiletries such as liquid soap, naphthalene balls, harpic and napkins are always available. In addition, at least weekly cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. Arrangements will also be made for application of room freshener and providing odonil sticks etc. The contracting agency shall be responsible not only for up keep of the toilets but also for keeping necessary staff to ensure that the common toilets are not misused.
12. Initial sweeping & mopping of all areas shall be completed by 8:00 AM positively day, failing which monetary penalty of Rs. 500/- per day shall be imposed and recovered from the contractor's bill. A penalty @ Rs. 100/- per day shall be recovered from the contractor's bill if any worker is found missing/absent from duty. The attendance of the workers will be taken by Officer-incharge or the employee of the LSLAMMC Raigarh. Cleaning and dusting of all common areas/corridors, lifts, lobbies, wall dusting, removal of cob webs, glass/window panes cleaning, mopping up of floors and stair cases with phenyl etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean by keeping a constant watch on the work of their staff.
13. All waste material including Malba etc. lying in corridors, verandahs, staircases etc. shall be removed and thrown in the appropriate dumping sites. It will be the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets. If any Civil work defect is detected anywhere it is to be reported to authorities.
14. The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, Carborandum stones and suitable detergents. No extra payment or cost shall be paid on this account.
15. The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweeper deputed by him. The contractor shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their conduct and behaviour. Any damage done/caused to the existing structure/furniture/fittings by the workers of the contractor's firm shall be got rectified by the contractor at his own risk and cost.

- 16.** In case of pecuniary and material loss suffered by the LSLAMMC on account of negligence attributable to the Contractor or his employees, the LSLAMMC Raigarh will have the right to forfeit the Security Deposit equivalent to cost of loss caused. If Security Deposit is found to be insufficient to the loss thus incurred by the LSLAMMC, the balance, as may be necessary shall be recovered from the contractual charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.
- 17.** The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the contractor on this account shall be entertained.
- 18.** The contractor will supply sufficient sets of uniforms, badges, and gum-boots to each sweeper, who shall invariably use these during working hours. If any sweeper is found to be without uniform/badges, he/she will be marked absent and necessary recovery as per condition will be made from the contractor's bills.
- 19.** The standard of sanitation will always be upto the satisfaction of the authorized representative or the officer-incharge whose decision in this regard shall be final and binding on the contractor.
- 20.** The sweepers and supervisor shall be under the direct control of the officer incharge or his/her authorized representative for day-to-day maintenance operations.
- 21.** Electricity will be supplied free of cost to the contractor but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.
- 22.** Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.
- 23.** The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, comply with all relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case the LSLAMMC Raigarh would compensate for the losses and damages of material/manpower.
- 24.** The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.
- 25.** The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Homocol liquid soap, Harpic, pochha, hand duster, toilet brush, plastic seekh brooms, jail brush, calanzo, platform brush, wiper, soft brooms, surf etc. shall be arranged by the LSLAMMC.
- 26.** The intending tenderers may mention the rates clearly in figures as well as in words in the enclosed format without overwriting. The tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.
- 27.** While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves by contractor so as to ensure his/her personal safety against any possible electric shock due to use of water or otherwise.

28. The work shall be carried out satisfactorily as per the directions of the competent authority of the LSLAMMC Raigarh. The Dean, LSLAMMC Raigarh reserves the right to impose a monetary penalty against the monthly contractual charges of the respective item, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms and gumboot by the employees deputed by the contractor firm.
29. Bids offering rates which are lower than the minimum wages of Govt. of CG for the pertinent category would be rejected.
30. The decision of the authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the contractor. The contractor shall comply with the monitoring mechanism/system as devised by LSLAMMC.
31. The bidders shall have to quote their rates in accordance with the manner specified in the format of Financial Bid. No other format will be accepted.
32. In case of tie between contractors, preference of negotiation shall be given to the contractor having more experience.
33. After due evaluation of the bid(s), LSLAMMC Raigarh will award the contract to the lowest evaluated responsive tenderer.
34. Conditional bid will be treated as unresponsive and it may be rejected.
35. All the cleaning agents used for the project shall be biodegradable & environment friendly so that it does not cause any harm to employees, workers & the object for which it is used. It shall follow all the mandatory International & National standards of chemicals.

**11. APPLICABLE LAW: -**

1. The contract shall be governed by the laws and procedures established by Govt. of India and Govt. of C.G. within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
2. Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in District Raigarh, Chhattisgarh, India only.
3. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at LSLAMMC Raigarh. The decision of the Arbitrator shall be final and binding on both the parties.

**12. INSPECTION OF SERVICES :-**

1. The Competent Authority will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications. The Competent Authority shall be entitled at any time to inspect the services.
2. Putting plastic bags in all dustbins to avoid stains & stinks and clear them on daily basis.
3. Spraying Room fresheners daily at regular intervals.

**13. HYGIENE & OTHER STANDARDS FOR THE SAFETY OF STAFF PROVIDED BY THE CONTRACTOR: -**

1. The Contractor shall employ skilled, semi-skilled and unskilled labour to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority. The Supervisors/Sanitary

Attendants / Hospital Attendants deployed by the firm/contractor should be experienced person with minimum educational qualifications as tenth pass for Sanitary Hospital Attendant and graduation for Supervisors & should be able to read and write in English.

2. The contractor shall be responsible for act and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.
3. The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with name plate & badges.
4. The employees should be presentable in appearance i.e well cut and groomed hair, properly combed, neat shaved etc.
5. Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.
6. The Contractor shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

**14. FINANCIAL BID CALCULATION: -**

The Contractual Charges quoted by the bidder should be inclusive of all factor viz. deployment of skilled, semi-skilled and unskilled category, include all statutory obligations of the contractor under Contract Labour (R & A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, services charges etc. of the agency. Minimum wages for all purposes of tendering and execution thereof shall be rates as notified by the CG State Government. Revision of rates will be acceptable against submission of order/notification from time to time with authentic proof of having paid the same. No other escalation on any component shall be payable whatsoever. Tenderer are advised to carefully go through the terms & conditions mentioned in the format of financial bid at **Annexure-II** before quoting their rates and submit their bid on the prescribed proforma only.

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

**15. LICENSES:-**

Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the LSLAMMC a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the Earnest Money is liable to be forfeited.

**The contractor/agency can submit documents, if in possession, of valid ISO 9001:2000/OHSAS 18001:1999 & SA 8000:2001 certification as facility management services comprising of mechanized Housekeeping Services provider. The submission of these documents is optional but they would be considered for evaluation in case of a tie between contractors/agencies.**

Any interlineations, erasures or overwriting shall be valid only if they are initialled by the person or persons signing the bid.

- a. The payment of Bonus Act 1956 with Rules, orders and Notification issued there under from time to time.
- b. In case of unscheduled holiday on the closing / opening day of bid, the next working day will be treated as scheduled prescribed day of closing / opening of bid the time notified remaining the same.
- c. The Workmen's Compensation Act 1923 with Rules, order and Notifications issued there under from time to time.
- d. The Contractor shall deploy adequate number of persons for execution of the work undertaken on Contract regulating their working hours and weekly off within the statutory limits. The Contractor shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.
- e. These shall among other things include the following.
  - i) Attendance Register/ Card
  - ii) Muster roll
  - iii) Register of Wages
  - iv) Wages Slips
  - v) Register of Deductions
  - vi) Register of Fines
  - vii) Register of Advance.

**16. RIGHT OF THE LSLAMMC, RAIGARH: -**

The LSLAMMC, Raigarh reserves the right to suitably increase/reduce the scope of work put to this Tender. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the contract Document, interpretation of the Clauses by the LSLAMMC, Raigarh shall be final and bindings on all Parties.

**17. REVIEW & TERMINATION: -**

It may be noted that quality of Sanitation and Housekeeping service 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.

Sd/-

Dean  
LSLAMMC Raigarh.

**Technical Specification**

(In Separate sealed cover-I super scribed "Technical Bid") Having read and accepted all terms and condition in the tender document we submit the details for Sanitation & Housekeeping Services as follows:-

<b>1. Name and address of the Registered office of the agency/ firm</b>			
<b>2. Name of the owner(s) Partners (Attach Bio-data of all Partners)</b>			
<b>3. Telephone no.</b>			
<input type="checkbox"/> Residence			
<input type="checkbox"/> Office			
<input type="checkbox"/> Mobile			
<b>4. List of Organizations/office, where firm is presently providing cleaning services (Mention)</b>			
<b>5. Details of EMD No. Date, Amount, and Bank name</b>			
<b>6. Whether the firm/ agency is registered, attached copy of the certificate of registration and indicate WCT number</b>			
<b>7. PF number</b>			
<b>8. GSTIN</b>			
<b>9. PAN Number</b>			
<b>10. Details of ISO certificate, if available (Attach Proof)</b>			
<b>11. Experience with Govt./Semi Govt./ Autonomous Bodies during last 5 years along (attach documentary proof / certificate from concerned organization)</b>			
<b>Year</b>	<b>Name of the Organization</b>	<b>Contact person/ Telephone Number</b>	<b>Annualturn Over (min 70 lakh)</b>
<b>2014-15</b>			
<b>2015-16</b>			
<b>12. Details of the Similar work which have done by the contractor or in under process (please attach proof) as per Annexure VI.</b>			

<b>13. Please attach the copies of the Annual certificate/audited balance sheets for, 2014-15 and 2015-16.</b>	
<b>14. Undertaking regarding non-joint venture of the firm.</b>	
<b>15. List of present contract with other Govt. or private hospitals or other organisation.</b>	
<b>16. Proof of payment of all statutory taxes during last two years.</b>	
<b>17. Satisfactory performance certificate on the letter head of any other employer if similar services are also being provided to them since last 2 years.</b>	
<b>18. Copy of Contract labour licence.</b>	
<b>19. Affidavit of bidder on the stamp paper of Rs. 100/- to the effect that he has thoroughly and carefully gone through the tender document and has completely understood all the terms and conditions before quoting his bid.</b>	

**Name:- ..... Address.....**

**.....Phone No:-.....**

**Place: .....Email:-.....**

**Date:- .....Seal:-.....**



**FINANCIAL BID**

**For providing Sanitation, cleanliness & Housekeeping Services to  
LSLAMMC Raigarh.**

(In sealed Cover-II super scribed "Financial Bid")

<b>S. No.</b>	<b>Description</b>	<b>Worker</b>	<b>Supervisor</b>
1	Wages per day as notified by CG Govt.		
2	Wages for one month (365/12)		
3	EPF @		
4	ESI @		
5	Service charge (per person per month) *		
6	GST @		

**\* SERVICE CHARGE AT SR. NO. 5 ABOVE SHALL INCLUDE AS UNDER:**

1. It shall also include all charges viz. bonus, leave salary, liveries, insurance, contractor's margin and other taxes applicable, if any (except GST).

**NOTE: Financial Evaluation of bid shall be done on the basis of service charges mentioned at sr. no. 5 above only.**

**CERTIFICATE**

Certified that I/we have thoroughly and carefully gone through the all the terms and conditions of Tender and have completely understood the nature and scope of required services before quoting the above rates. I/We further undertake that:-

- i) No other charges would be payable by institute.
- ii) Provisions of Minimum Wages and other Acts have been taken care of in the calculation of monthly rate quoted above.
- iii) There would be no increase in rates during the Contract period except as provided under the terms and conditions.

**Name:- ..... Address.....**

**.....Phone No:-.....**

**Place: .....Email:-.....**

**Date:- .....Seal:-.....**

**Annexure-III**

**CONTACTOR SERVICES (EXPERIENCE) PROFORMA**

<b>S.No.</b>	<b>Name &amp; Address of Client</b>	<b>Period From ----- ----to---- -----</b>	<b>Description/Nature of Services Completed Successfully</b>	<b>No. of Persons/Employees Provided by Contractor</b>	<b>Value of Contract</b>	<b>Remarks</b>

NOTE: - WORK ORDERS & COMPLETION CERTIFICATIONS FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS PROFORMA.

SIGNATURE OF THE CONTACTOR

Name -----Seal of the Company

**Annexure-IV**

**Check List of the Documents to Be Submitted With the Tender**

**CONFIRM THE ENCLOSURE OF ALL THE BELOW LISTED DOCUMENTS WITHOUT WHICH TENDERER MAY NOT BE ELIGIBLE TO PARTICIPATE IN THE TENDER.**

S.No.	Item	Confirm (Yes/No)
1	Earnest Money Deposit	
2	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
3	Firm/company's Registration Certificate.	
4	Audited Balance sheet of last two years with details of annual turnover , profit & loss account etc. along with <b>Annual Turnover Certificate issued by CA.</b>	
5	Income tax returns of last two years.	
6	Attested Photo copy of PAN Card	
7	<b>ESI Registration certificate</b>	
8	<b>EPF Registration certificate</b>	
9	<b>GST registration certificate</b>	
10	Registration certificate under labour law authorities. <b>Copy of valid labour licence.</b>	
11	Minimum wages <b>payment/clearance certificate from LEO.</b>	
12	Documents in support of contracts fulfilled <b>in last 2 years</b> along with <b>their values</b> in support of the experience as per <b>Annexure-III.</b>	
13	<b>Satisfactory completion of contract certificate</b> from previous organizations. <b>( Minimum two required)</b>	
14	<b>List of present contract</b> with Public and Pvt. Hospitals.	
15	<b>License for providing Pest control services</b> and storing chemicals used for pest and rodents control.	
16	<b>Annexure I, III, IV and VI duly filled</b> by contractor and attach original copy	
17	<b>Affidavit</b> regarding non-pendency of any Suit/Criminal case against firm, its partner or director or proprietor.	
18	<b>Undertaking</b> regarding no joint venture/consortium.	
19	Tender Document Fee (UTR)	

**Tenderers are requested to prepare their Tender Document according to above order and properly flag the requisite documents with an index in the beginning indicating the page number of enclosed document.**

Place: .....

Date: .....

**Authorized signatory of the bidder with seal.**

**Proforma of Performance Bank Guarantee**

In consideration of the Dean, Late Shri Lakhiram Agrawal Memorial Medical College & Associated Hospital Raigarh (**hereinafter called "The Client"**) having offered to accept the terms and conditions of the proposed agreement between LSLAMMC Raigarh and..... (**hereinafter called "the said contractor(s)"** for the work of Contract Sanitation, Cleaning & Housekeeping Services (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs..... only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We ..... (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).
2. We ..... do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the LSLAMMC Raigarh stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. .... (Rupees.....)
3. We, the said Bank, further undertake to pay to the LSLAMMC Raigarh any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
4. We... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the LSLAMMC Raigarh under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Principal-cum-Dean, LSLAMMC Raigarh on behalf of the LSLAMMC certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We..... further agree with that the LSLAMMC RAIGARH(indicate the name of the Bank) shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the LSLAMMC Raigarh against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the LSLAMMC Raigarh or any indulgence by the to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
5. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

6. We... ..lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the LSLAMMC Raigarh in writing.
7. This guarantee shall be valid up to ..... unless extended on demand by the LSLAMMC Raigarh Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees..... .. Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the .....day of ..... .. for.....

(Indicate the name of the Bank)

## **Annexure VI**

### **A. Detail of all works of similar class completed during the last two years**

S.No.	Name of Work Project & Location	Owner of Sponsoring Organization	Cost of Work in Crores of rupees	Date of Commencement as per contract	Stipulated date of completion	Actual date of Completion	Litigation/arbitration cases/pending in progress with details	Name & Address to telephone no. of officers to whom reference may be made	Remarks

### **B. Detail of all works under execution or Awarded:-**

S.No.	Name of Work Project & Location	Owner of Sponsoring Organization	Cost of Work in Crores of rupees	Date of Commencement as per contract	Stipulated date of completion	Actual date of Completion	Litigation/arbitration cases/pending in progress with details	Name & Address to telephone no. of officers to whom reference may be made	Remarks

Date: .....

Authorized signatory of the bidder with seal.