# SECOND TENDER FOR OUTSOURCING OF SANITATION, CLEANING AND HOUSEKEEPING SERVICES

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# SWARGIYA BISAHU DAS MAHANT SMRITI CHIKITSA MAHAVIDYALAYA & ASSOCIATED HOSPITAL KORBA (C.G.)

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# OFFICE OF THE DEAN SWARGIYA BISAHU DAS MAHANT SMRITI CHIKITSA MAHAVIDYALAYA & ASSOCIATED HOSPITAL KORBA (C.G.)

| S.No./MC/PUR/TENDER/2022-23/ | S.No. | /MC/PI | JR/TE | <b>VDER</b> | /2022- | 23/ |
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| Korba, | Date  |  |  |  |  |   |
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| Norva, | Date. |  |  |  |  | 9 |

# Outsourcing of Sanitation, Cleaning and Housekeeping services.

Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya Korba,(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 necessary. 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 <a href="mailto:sbdmscm.edu.in">sbdmscm.edu.in</a>

| Cost of Tender Document -Rs.3000                                             | 1                 |                          |                               |
|------------------------------------------------------------------------------|-------------------|--------------------------|-------------------------------|
| Earnest Money Deposit                                                        | /-                |                          |                               |
| The requisite EMD shall have to be                                           | paid as fol       | lows:-                   |                               |
| Payable to                                                                   | EMD in t          | EMD amount in rupees.    |                               |
| Dean, Govt. Medical College<br>Korba (C.G.)                                  | Banker's<br>Draft | Cheque/Demand            | 1,00,000/-<br>(One lac) only. |
| Tender Start Date                                                            |                   | 17-09-2022 at 13 onwards | 1.00 AM                       |
| Last Date of purchase of Tender doo                                          | cument            | 16.10.2022 befo          | ore 05:00 PM                  |
| Last date & time for submission of documents by Speed post/ Register Courier |                   | 17.10.2022 befo          | re 03:00 PM                   |
| Date and Time of Tender opening                                              | ×                 | 17.10.2022 at 0          | 04:00 PM                      |

Dean

Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya Korba,(C.G.)

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#### 1. INTRODUCTION:

- I. Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya & Associated Hospital Korba,(C.G.) invites sealed tenders under two bid system i.e Technical Bid and Financial Bid 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 Tender should be submitted by Speed post/ Registered post/ Courier latest by 17-10-2022 before 03:00 PM and Tender will be opened on 17-10-2022 at 04:00 PM at the Office of the Dean, Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya and Associated Hospital, Korba in the presence of the bidder(s) or their authorized representative(s), who wish to be present at the scheduled date and time.

#### III. 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 staffs deployed are dressed in neat and clean uniform approved by the Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya Korba,(C.G.). Officials of the college will also monitor the entire work and staff.

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

The nature of services required in different blocks Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya & Associated Hospital 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 before 8:00a.m. in rooms where work with start at 9:00a.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 SBDMSCM. 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.



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- 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, Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya Korba,(C.G.)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.
- **H. 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 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.

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# Cleaning of office Library and Faculties Rooms:-

- . 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 every day.

# 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, vomits, 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, vomits, 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

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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, vomits 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 College & Hospital:

### 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 / 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.,

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es, etc

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 the office 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:

Chemical should be used according to structure to be cleaned. Bidders are advised to visit the premises of Swargiya Bisahu Das Mahant Smriti Chikitsa Mahavidyalaya and Associated Hospital, 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 College 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 College, Korba.
- 2. Sprinkling of water every morning early at 4.00 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 College Administration.

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# COMMON LOBBIES AND STAIRS OF RESIDENTIAL AREA:

- 1. Daily sweeping, mopping and weekly vacuum cleaning of the floors area of common lobbies and steir 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 spread over the College and Hospital 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 College and Hospital 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 College & Hospital 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 SBDMSCM.
- 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 the Office 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 SBDMSCM 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

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- SBDMSCM Korba. 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 SBDMSCM Korba.
- Rotation of staff in critical areas like OT, Laboratory, ICU& Wards may be kept at minimum.

# **5.INSTRUCTIONS FOR TENDERER:**

- i. All the Technical Bid will be scrutinized on 17-10-2022 at 04.00 pm at office of the Dean SBDMSCM Korba, by the purchase/ evaluation committee to check all relevant documents for their authenticity and the Financial Bid of Technically accepted tenders shall be opened thereafter.
- 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 commence the work within 7 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
- vi. 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 SBDMSCM Korba
- vii. The Dean, SBDMSCM Korba 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.
- viii. The Dean, SBDMSCM Korba 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. Worker already working in SBDMSCM Korba shall be engaged priority basis if qualified.
- 4. Dean, SBDMSCM Korba, 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.
- 5. In case of breach of any terms and conditions attached to the contract, the Earnest Money of the contractor will be liable to be forfeited by SBDMSCM Korba, 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 SBDMSCM Korba with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of competent authority of SBDMSCM Korba.

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- SBDMSCM Korba 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. SBDMSCM Korba 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 SBDMSCM Korba 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, SBDMSCM Korba 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 SBDMSCM Korba.
- 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 SBDMSCM Korba 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 SBDMSCM Korba against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which SBDMSCM Korba 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 SBDMSCM Korba 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, SBDMSCM Korba 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, SBDMSCM Korba
- b. The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, and 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.
- 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.



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# PROVISIONAL CLEANING SCHEDULE

WASHROOM

|       |                                                | WARDINGOOM                                |                                                          |
|-------|------------------------------------------------|-------------------------------------------|----------------------------------------------------------|
| S.No. | Activity                                       |                                           | Agents used                                              |
| 01    | Attached<br>Washroom<br>&washbasin             | Every 6 hour                              | Germicide or any disinfectant approved by SBDMSCM Korba. |
| 02    | cleaning Public Washroom &wash basins cleaning | Every 2 hours or and as and when required | Germicide or any disinfectant approved by SBDMSCM Korba. |

OFFICE ROOMS/LOBBY/ COVERED SPACE WITHIN BUILDINGS

|       | OFFICE ROOMS/ LOI | DIT COVERED STREET |                                                   |
|-------|-------------------|--------------------|---------------------------------------------------|
| S.No. | Activity          | Frequency          | Agents used                                       |
| 01    | Garbage Removal   | TWICE a day/ when  | As per the BMW guidelines                         |
|       |                   | bags are 3/4thFull |                                                   |
| 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 SBDMSCM |
|       |                   |                    | Korba.                                            |

HOSPITAL, IPD & OPD BLOCK

| S. No. | Activity                      | Frequency                             | Agents used                                              |
|--------|-------------------------------|---------------------------------------|----------------------------------------------------------|
| 01     | Garbage Removal               | Thrice a day/ when                    | As per the BMW guidelines                                |
| -      |                               | bags are 3/4thFull                    | 4                                                        |
| 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 SBDMSCM Korba. |
| 05     | Washroom & washbasins leaning | Hourly basis and as and when required | Germicide or any disinfectant approved by SBDMSCM Korba  |

ACADEMIC AREA

|       |                                 | TICHED ELITE TELEFOR                  |                                                         |
|-------|---------------------------------|---------------------------------------|---------------------------------------------------------|
| 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                         | Twice a day                           | Feather Brush                                           |
| 03    | Dusting                         | Twice a Day                           | Z colour duster                                         |
| 04    | Mopping                         | Twice a Day                           | Germicide or any disinfectant approved by SBDMSCM Korba |
| 05    | Washroom<br>&washbasin cleaning | Hourly basis and as and when required | Germicide or any disinfectant approved by SBDMSCM Korba |



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#### **DEPARTMENTS**

| S.No. | Activity                       | Frequency                               | Agents used                                                   |
|-------|--------------------------------|-----------------------------------------|---------------------------------------------------------------|
| 1     | Garbage Removal                | Thrice a day/ when bags are 3/4 th 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<br>approved by SBDMSCM<br>Korba |
| 5     | Washroom & washbasins cleaning | Hourly basis and as and when required   | Germicide or any disinfectant approved by SBDMSCM Korba       |

# 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.
- Covid 19 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.

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# PENALTHES:-

- 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. Technical Bid and Financial Bid pack in two separate sealed envelope mentioning the name respectively and these two envelop should be packed in a third sealed envelope mentioning TENDER FOR OUTSOURCING OF SANITATION, CLEANING AND HOUSEKEEPING SERVICES on the front.
- 2. Earnest Money Deposit: The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs. 1, 00,000 (Rupees one Lakh Only) by way of Demand Draft/Bankers' Cheque duly pledged in favour of "Dean, Govt. Medical College, Korba". The DD/Bankers Cheque for earnest money deposit must be enclosed in the envelope containing Technical bid. An EMD minimum of 3% of total contract value (Purchase Value) will be submitted by the successfully bidder at the time of contract before issue of work order. 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). Tender details can be downloaded from our website sbdmscm.edu.in The Tender Fees should be paid by way of Demand Draft/Bankers' Cheque duly pledged in favour of "Dean, Govt. Medical College, Korba".. In Case of the tender download from website Tender Fees should be submitted with tender document.
- **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.

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specifying the name and UAN of the labour deputed at SBDMSCM Korba), ESI Challans and Returns (Clearly specifying the name of Labour deputed at SBDMSCM Korba), 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.

- 8. The SBDMSCM Korba, 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 SBDMSCM Korba (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.
  - 9. In case of pecuniary and material loss suffered by the SBDMSCM Korba on account of negligence attributable to the Contractor or his employees, the SBDMSCM Korba 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 SBDMSCM Korba, the balance, as may be necessary shall be recovered from the contractual charges due to the contractor's firm as per Indemnity. 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.
    - **10.** 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.
    - 11. 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.
    - **12.** The standard of sanitation will always be upto the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.
    - 13. The sweepers and supervisor shall be under the direct control of the officer in-charge or his/her authorized representative for day-to-day maintenance operations.
    - 14. 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.
    - **15.** Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.
    - 16. 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 SBDMSCM Korba would compensate for the losses and damages of material/manpower.
    - 17. 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.
    - 18. 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 broms, surf etc. shall be arranged by the SBDMSCM Korba.

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- 19. 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.
- **20.** 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.
- 21. The work shall be carried out satisfactorily as per the directions of the competent authority of the SBDMSCM Korba. The Dean, SBDMSCM Korba 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.
- **22.** Bids offering rates which are lower than the minimum wages of Govt. of CG for the pertinent category would be rejected.
- 23. 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 SBDMSCM Korba.
- **24.** 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.
- **25.** In case of tie between contractors, preference of negotiation shall be given to the contractor who has got maximum experience in Mechanized cleaning.
- **26.** After due evaluation of the bid(s), SBDMSCM Korba will award the contract to the lowest evaluated responsive tenderer.
- 27. Conditional bid will be treated as unresponsive and it may be rejected.
- 28. 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.
- **29.** In Case of Tie for Lowest bidder then Quality based Score card of bidder will be followed for L1.

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# **Quality Based Score Card Of Bidder**

| S<br>no. | Description                                                                                                                                            | Details                                                        | Score |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|-------|
| 1        |                                                                                                                                                        | 15 Lakh-1 Crore                                                | 3     |
|          | Organization Capacity                                                                                                                                  | 1 Core - 3 Core                                                | 4     |
| ,        | Firm/Company Net Worth in                                                                                                                              | 3 Core -06 Core                                                | 5     |
|          | immediate past financial year                                                                                                                          | 06 Core - 15 Core                                              | 6     |
|          | 2021-22 (Attached CA<br>Certificate for net Worth issued                                                                                               | 15-30 Core                                                     | 7     |
|          | at end of March 2022                                                                                                                                   | 30-50 Core                                                     | 9     |
|          | at end of March 2022                                                                                                                                   | More than 50 Core                                              | 10    |
|          | Bidder Shall have executed<br>similar nature of Work in last 03<br>year in Govt./PSU/Autonomous<br>Body/reputed Hospitals with<br>minimum of 100 Beded | 1 Marks For each Will<br>Be allowed, Maximum<br>up to 05 marks | 5     |
| 2        | Financial Profile                                                                                                                                      | 15 lLakh-1 core                                                | 4     |
|          | Total Turnover in                                                                                                                                      | 1 Core-2.5 Core                                                | 5     |
|          | last 03 FY                                                                                                                                             | 2.5 Core-5 Core                                                | 6     |
|          | (2019-20, 2020-21,2021-22)                                                                                                                             | 5-10 Core                                                      | 7     |
|          | [Generated from House                                                                                                                                  | 10-15 Core                                                     | 9     |
| \.       | keeping Work Only]                                                                                                                                     | Above 15 Cores                                                 | 10    |
| 3        | Number of year Of Experience in<br>the field of Housekeeping<br>Services                                                                               | 02 marks for each year<br>up to maximum of 10<br>marks         | 10    |

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# LAPPLICABLE 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 Korba, 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 SBDMSCM Korba. 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.
- 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.FINANCIALBID 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

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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:-

- 1. Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the SBDMSGM Korba a valid labour licence issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970 or labour licence should be submitted within 15 days of work order for which an affidavit should be submitted in technical bid. 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.
  - 2. The contractor/agency can submit documents, if in possession, of valid ISO 45001:2018/14001:2015 & 9000:2015 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 SBDMSCM KORBA:

The SBDMSCM Korba 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 SBDMSCM Korba shall be final and bindings on all Parties.

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# 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.

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SBDMSCM Korba

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# **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:-

| 1. Name and address of the Registered office of the agency/ firm                                                                                                              |     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 2. Name of the owner(s) Partners (Attach<br>Bio-data of all Partners)                                                                                                         | *   |
| 3. Telephone no.                                                                                                                                                              |     |
| □ Residence                                                                                                                                                                   |     |
| □ Office                                                                                                                                                                      |     |
| ii Mobile                                                                                                                                                                     | · · |
| 4. Tender fees of Recipt in the name of dean Govt. Medical College Korba (C.G)                                                                                                |     |
| 5. Details of EMD No. Date, Amount, and Bank name                                                                                                                             |     |
| 6. Copy of Labour License                                                                                                                                                     |     |
| 7. Certificate of Incorporation in Case of Company/LLP Or Trade License (Gumasta) issued by Municipal Authorities in Case of Others.                                          |     |
| 8. EPF Registration Certificate [Attach Document]                                                                                                                             |     |
| 9. ESIC Registration Certificate [Attach Document]                                                                                                                            |     |
| 10. GSTIN [Attach Document] and GST return filled certified copy of last 03 year.                                                                                             | ,   |
| 11. PAN Number [Attach Document]                                                                                                                                              |     |
| 12. Details of ISO 45001:2018, 14001:2015 & 9001:2015 certificate, if available [Attach Document]                                                                             |     |
| 13. Experience certificate with Govt./Semi Govt. during last 5 years or more (attach documentary proof / certificate from concerned organization signed by Head of institute) | •   |
| 14. Details of the Similar nature of work which have done by the contractor or in under process (attach proof) as per Annexure V.                                             | •   |
| 15. Copies of the Annual turnover certificate specifically for housekeeping services for the year 2019-20, 2020-21 and 2021-22 issue by cissued by Chartered                  |     |
| Accountant.                                                                                                                                                                   |     |

| 16 Income Tax Return Certificate for the year 2019-20, 2020-21 and 2021-22.                                                                           | •                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 17. Affidavit of 10 Rs on stamp paper Notrised for non Joint venture & Proprietor of Firm.                                                            |                     |
| 18. Satisfactory performance certificate on<br>the letter head of any other employer if<br>similar services are also being provided to                |                     |
| them since last 2 years.  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<br>understood all the terms and conditions<br>before quoting his bid and will be binding                           |                     |
| to it.  20. Affidavit of 50 Rs on stamp paper regarding non-pendency of any Suit/Criminal case against firm, its partner or director or proprietor.   |                     |
| 21. Affidavit of 50 Rs on stamp paper duly notarised regarding quoted rate in this tender is not higher than previous tender quoted rate.             |                     |
| 22. Affidavit of 50 Rs on stamp paper regarding the firm is not blacklisted by any organisation                                                       |                     |
| 23. Firm/Company Net Worth in immediate past financial year 2021-22 (Attached CA Certificate for net Worth issued at end of                           |                     |
| March 2022  24. Copies of all experience certificate issued by Head of institute in the field of security service.                                    |                     |
| 25. An Affidavit of 50Rs. Stamp Paper duly notarized as Indemnity Bond as mentioned in term & Conditions Bidders.                                     |                     |
| Name: Address.                                                                                                                                        |                     |
| Place:                                                                                                                                                | Phone No:<br>Email: |
|                                                                                                                                                       | Seal:               |
| La Car                                                                                                                                                |                     |

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## **Annexure II**

# FINANCIAL BID

For Providing Security Services to SBDMSCMH, KORBA.

(IN Sealed Cover-II Super Scribed "Financial Bid)

| Schedulr of Rates() Per month |                 |            |     |                |                      |                  |       |                                                 |                |  |
|-------------------------------|-----------------|------------|-----|----------------|----------------------|------------------|-------|-------------------------------------------------|----------------|--|
| Designation                   | Category        | Basi<br>c* | DA* | Gross<br>Wages | EPF@<br>13.16<br>% * | ESI @<br>4.75% * | Total | Service charges<br>in % per person<br>per month | Grand<br>Total |  |
| Supervisor                    | Semi<br>skilled |            |     |                |                      |                  |       |                                                 |                |  |
| Worker                        | Unskilled       |            |     |                |                      |                  |       |                                                 |                |  |

- Applicable Minimum Wages as per Law Bids offering rates which are lower than Wages per day as notified by CG Govt. for the pertinent category will be rejected.
- \* GST will be as per Govt. Norm
- \* EPF and ESI charges will be as per Govt. norm
- \*\* Service Charge should not be less than 1% of Basic per person per month. It shall also include all charges viz. bonus, leave salary, liveries, insurance, contractor's margin and other taxes applicable, if any (except GST).

| CERTI | IFICATE                                                            | . 1  | 11 .1   |         |       |
|-------|--------------------------------------------------------------------|------|---------|---------|-------|
| C     | ertified that I/we have thoroughly and carefully gone through      | the  | all the | terms   | ana   |
| CC    | onditions of Tender and have completely understood the nature      | and  | scope   | of rear | iired |
| co    | onditions of Tender and have completely understood the nature      | una  | boope   | 0       |       |
| se    | ervices before quoting the above rates. I/We further undertake the | at:- |         |         |       |

- 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.

|                                         |                                         | ress          |
|-----------------------------------------|-----------------------------------------|---------------|
|                                         |                                         | Phone No:     |
| *************************************** | • • • • • • • • • • • • • • • • • • • • | ** , ** ** ** |
| Place:                                  |                                         | Email:        |
| Date:                                   |                                         | Seal:         |

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# CONTACTOR SERVICES (EXPERIENCE) PROFORMA

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

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

|      | SIGNATURE OF THE CONTACTOR |
|------|----------------------------|
| Name | Seal of the Company        |
|      |                            |
|      |                            |

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# 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.

| No. | Item                                                                                                                                                       | Confirm (Yes/No)                         |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
|     | Earnest Money Deposit                                                                                                                                      |                                          |
|     | Tender form with complete technical bid and Financial bid, with all pages serially numbered, signed and stamped on each page                               |                                          |
| 3   | Certificate of Incorporation in Case of Company/ LLP Or Trade License (Gumasta) issued by Municipal Authorities in Case of Others                          |                                          |
| 4   | Audited Balance sheet of last three years with details of annual turnover, profit & loss account etc. along with Annual Turnover Certificate issued by CA. |                                          |
| 5   | Income tax returns of last three years.                                                                                                                    |                                          |
| 6   | Attested Photo copy of PAN Card                                                                                                                            | 95 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - |
| 7   | ESI Registration certificate copy with last two year payment details                                                                                       | (9)                                      |
| 8   | EPF Registration certificate copy with last two year payment details                                                                                       |                                          |
| 9   | GST Registration certificate with details of the last two years payment details.                                                                           |                                          |
| 10  | Minimum wages payment/clearance certificate.                                                                                                               |                                          |
| 11  | Documents in support of contracts fulfilled in last 5 years along with their values in support of the experience as per Annexure-III.                      |                                          |
| 12  | Satisfactory completion of contract certificate from previous organizations. (Minimum two required)                                                        |                                          |
| 13  | List of present contract.                                                                                                                                  |                                          |
| 14  | Annexure I to V duly filled by contractor and attach original copy                                                                                         |                                          |
| 15  | Affidavit regarding non-pendency of any Suit/Criminal case against firm, its partner or director or proprietor.                                            |                                          |
| 16  | Undertaking regarding no joint venture/consortium.                                                                                                         |                                          |
| 17  | Tender Document Fee (UTR)                                                                                                                                  |                                          |
| 18  | Affidavit regarding quoted rate in this tender is not higher than previous tender quoted rate.                                                             |                                          |
| 19  | Affidavit regarding the firm is not blacklisted by any organisation                                                                                        |                                          |

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:  |    |     |   |
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A. Detail of all works of similar class completed

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

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

| S.No. | Name of<br>Work<br>Project &<br>Location | Owner of<br>Sponsoring<br>Organizati<br>on | Cost of<br>Work<br>in<br>Crores<br>of<br>rupees | Date of<br>Commencemen<br>t as per contract | Stipulated<br>date of<br>completion | Actual date<br>of<br>Completion | Litigation/arbitra<br>tion<br>cases/pending in<br>progress with<br>details | Name & Address to telephone no. of officers to whom reference may be made | Remarks |
|-------|------------------------------------------|--------------------------------------------|-------------------------------------------------|---------------------------------------------|-------------------------------------|---------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------|---------|
|       | -                                        |                                            |                                                 |                                             |                                     |                                 |                                                                            |                                                                           |         |
|       |                                          |                                            |                                                 |                                             |                                     |                                 | 7 7                                                                        | 1                                                                         |         |
| -     | -                                        |                                            |                                                 |                                             |                                     | T. T.                           | *                                                                          |                                                                           |         |

Data

Authorized signatory of the bidder with seal.

# कार्यालय अधिष्ठाता

स्व. बिसाहू दास महंत स्मृति चिकित्सा महाविद्यालय कोरबा (छ.ग.)

क. / जीएमसी कोरबा / निवदा / 2022-23

कोरबा, दिनांक.....

निविदा सूचना

स्व. बिसाहू दास महंत स्मृति चिकित्सा महाविद्यालय एवं संबद्ध चिकित्सालय कोरबा, जिला-कोरबा (छ.ग.) के हाउसिकपींग, सेनिटेशन एवं क्लिनिंग सर्विस हेतु निविदा-

| निविदा कार्य का नाम                          | स्व. बिसाहू दास महंत स्मृति चिकित्सा महाविद्यालय एवं<br>संबद्ध चिकित्सालय कोरबा, जिला-कोरबा (छ.ग.) के<br>हाउसकिपींग, सेनिटेशन एवं क्लिनिंग सर्विस हेतु निजी<br>प्रतिष्ठान से खुली निविदा आमंत्रित की जाती है।<br>रू. 3000.00 तीन हजार रू. मात्र का डिमान्ड ड्राफ्ट DEAN |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| निविदा प्रपत्र का मूल्य                      | GOVT. MEDICAL COLLEGE KORBA के नाम से देय होगा,<br>जो कि वापसी योग्य नहीं है।                                                                                                                                                                                           |
| धरोहर राशि                                   | 100000.00 रू.(एक लाख रूपये) का डिमांड ड्राफ्ट <b>DEAN</b><br>GOVT. MEDICAL COLLEGE KORBA के नाम से देय होगा।                                                                                                                                                            |
| अनुमानित वार्षिक लागत                        | 1 करोड़ रू.                                                                                                                                                                                                                                                             |
| 1                                            | निविदा प्रपत्र स्व. बिसाहू दास महंत स्मृति चिकि. महा.                                                                                                                                                                                                                   |
| निविदा फार्म जारी करने की                    | संबद्ध चिकित्सालय कोरबा छ.ग. के क्रय शाखा से                                                                                                                                                                                                                            |
| तिथि                                         | कार्यालयीन दिवस पर दिनांक 17.09.2022 से आवेदन पत्र                                                                                                                                                                                                                      |
|                                              | के साथ प्राप्त किया जा सकता है।                                                                                                                                                                                                                                         |
| निविदा फार्म प्राप्त करने की<br>अंतिम तिर्थि | दिनांक 16.10.2022 सायं 05:00 बजे तक                                                                                                                                                                                                                                     |
| निविदा फार्म जमा करने की                     | दिनांक 17.10.2022 दोपहर 03.00 बजे तक पंजीकृत                                                                                                                                                                                                                            |
| अंतिम तिथि                                   | डाक/स्पीड पोस्ट/कोरियर के माध्यम से                                                                                                                                                                                                                                     |
| निविदा खोलने की तिथि व स्थान                 | दिनांक 17.10.2022 सायं 04:00 बजे, स्थान-कार्यालय<br>अधिष्ठाता स्व. बिसाहू दास महंत स्मृति चिकित्सा<br>महाविद्यालय संबद्ध चिकित्सालय कोरबा (छ.ग)                                                                                                                         |

निविदा प्रपत्र वेबसाइट <u>sbdmscm.edu.in</u> से भी डाउनलोड किया जा सकता है। उपरोक्तानुसार इच्छुंक निविदादाता से निविदा आमंत्रित किया जाता है।

F. Ow An

अधिष्ठाता स्व. बिसाहू दास महंत स्मृति चिकित्सा महाविद्यालय कोरबा (छ.ग)