



CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES & TECHNOLOGY

(An Institute of National Importance under Govt. of India)

Thiruvananthapuram, 695011, Kerala, India

Email-sct@sctimst.ac.in,Website-www.sctimst.ac.in

Phone-0471- 2443152 , Fax-2550728

SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES & TECHNOLOGY



TRIVANDRUM

*(An Institute of National Importance under Govt. of India)*

**TENDER DOCUMENT  
FOR  
HOUSE KEEPING  
AND  
FACILITY MANAGEMENT SERVICES**

Cost of Tender Document Rs.1500/- + 18% GST



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No: P&A.II/FS/ SCTIMST/2018

Date: 15.11.2018.

**TENDER NOTICE-FACILITY MANAGEMENT SERVICES - TWO BID**  
**(TECHNICAL/COMMERCIAL)**

**Sealed Tenders** are invited for undertaking “**Facility Services**” at Hospital wing & Biomedical Technology Wing of the Institute from firms / agencies with ISO 9001-2008 certification who have experience in carrying out such works in accordance with the terms and conditions as given in the tender documents. Following are the details of documents that can be downloaded on the key dates given below:

Documents		website
Tender documents & Annexure-IX		www.sctimst.ac.in/tender & http://eprocure.gov.in
Technical Bid (Annexure - I,II,III,IV,IX) & Commercial Bid (Annexure- V,VI (BMT), VII)		
Tender stage	Start date and time	Closure date and time
Downloading of tender documents	15.11.2018 01.00 pm	05.12.2018 1.00 pm
Bid submission (Technical and commercial bid)	15.11.2018 01.00 pm	05.12.2018 12.00 pm
Opening of Tender	05.12.2018 3.30pm	

Cost of tender documents	Rs.1500/- + 18% GST
EMD	Rs.1,00,000/- (Rupees One Lakh only)



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You are requested to quote your best offer along with the complete details of specifications, terms and conditions. **The sealed Quotation should be submitted in the prescribed form enclosing the required documents mentioned in the tender document, cost of tender documents (non-refundable) Rs. 1500/- + 18% GST(Cash/DD remittance) and EMD Rs.1,00,000 to be remitted by way of Demand Draft, Fixed deposit receipt or banker's cheque drawn in favour of Director SCTIMST, payable at Trivandrum. The sealed envelope should be super scribed with tender name "Quotations for Facility Services at SCTIMST, Trivandrum, Tender No. P&A.II/FS/SCTIMST/2018 dtd 15.11.2018 and addressed to: "The Director, SCTIMST, Medical College P.O., Trivandrum - 11".**

**The firm / agency should produce the following documents as proof:**

**Registration of the firm under shops & Commercial Establishments Act, valid license under the Contract Labour (Regulation & Abolition)Act, Income Tax Clearance Certificate for the preceding three years, ISO Certification, Registration under EPF & ESI Act , experience certificate from reputed organizations etc.**

The rate is to be quoted in two formats.(1).On area wise (sq. feet) basis - Annexure VIII for square feet in areas mentioned and (2).Manpower wise in other areas – Annexure V,VI &VII. Engaging manpower per eight hour basis will be considered based on the nature of work assigned in respective departments. The general conditions relating to this work and the details of areas for facility services could be obtained along with the tender documents. The Contractor should have a minimum experience of three years and should have sufficient manpower for undertaking the work.

Note: The rate alone will not be the qualifying factor for selection. In addition, the experience of the agency, proficiency in the field, responsibility, stability etc., (Officials from the Institute may visit your site/office for assessment) will also be taken into consideration. Those who wish to visit our site to assess the work can do so on any working day between 10 am to 3 pm with permission and assistance of the Security & Safety Officer of Hospital and BMT wings. Profile of the company with client lists etc. is to be submitted separately for screening. Late tenders will be rejected. The Director of the Institute reserves the right to reject all or any of the quotations in whole, or in part, without assigning any reason thereof.

Sd/-

**DIRECTOR**



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**TERMS AND CONDITIONS OF TENDER FOR FACILITY SERVICES AT HOSPITAL  
WING & BMT WING OF SCTIMST, THIRUVANANTHAPURAM**

All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill the tender form and tender assessment criteria.

**TENDER DOCUMENTS CONSIST THE FOLLOWING:-**

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work
- V. Technical Bid (Annexure-I)
- VI. Declaration (Annexure-II, III)
- VII. Check List (Annexure-IV)
- VIII. Financial Bid (Annexure-V, VI, VII)
- IX. List of Areas in Hospital Wing (Annexure VIII) for area wise quotation.
- X. Integrity Pact (Annexure – IX)
- XI. Summary Rejection Conditions

**I. ELIGIBILITY CRITERIA**

- a. Only registered, bonafide, reputed and experienced firms/agencies having at least three years' experience in the field of Sanitation & Housekeeping services on the date of publication of this tender notice in Govt. / well reputed private hospitals having not less than 200 beds capacity need to apply.
- b. **The annual average turnover of services provided by the bidder should not be less than Rs. 1 Crore during the last three years** as per their audited 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.



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- c. The bidder should have completed similar works satisfactorily in any of the Hospital of Autonomous/Institutions/Universities/ Public Sector Undertakings of the Central/ State Government any one of the following in the last three financial years.
1. Three similar completed works costing not less than Rs. 50 Lakhs each.
- OR
2. Two similar completed works costing not less than Rs. 75 Lakhs each.
- OR
3. One similar completed work costing not less than Rs. 1 Crore
- d. The firm should be ISO 9001-2008 certified (certified/proof to be attached)
- e. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents for the last three years:-
- a. ESIC, EPF, INCOME TAX AND GST
  - b. Registration certificate under contract labour (R & A) Act 1970
  - c. Any other registration / licence which are mandatory for such agencies stipulated by concerned authorities from time to time.
- f. The following documents must be submitted along with tender:-
- a. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.
  - b. Income tax returns of last three years.
  - c. ESIC & EPF up to date payment details for the last three years
- g. **The bidder should not have incurred any loss** in the last three years in the relevant field of housekeeping & sanitation. This should be duly certified by a Chartered Accountant. The bidder should have a solvency of one fifth of the estimated annual contract value of the services and should be duly certified by bidder's Bank.
- h. The bidder should have office in the city of Trivandrum. The details of the office with address, telephone number and fax number should be provided
- i. The tenderer should have at least 200 Nos. of captive manpower on his payroll on the day of filing the tender. The tenders having captive manpower less than this will be rejected.
- j. 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.
- k. List of the present contract with public and private hospitals.
- l. Satisfactory performance certificate issued by the Govt./Private hospitals during the last three financial years.
- m. It is mandatory to enclose the Integrity Pact along with the tender (Annexure IX).



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### **II. GENERAL INSTRUCTIONS TO TENDERERS**

a. *Terms of Contract is for providing Facility Services, as detailed in Annexure I & VIII at the Hospital Wing including Quarters Campus, AMC, SWASTHI, SRISHTI (Hostel of the Institute) and for BMT wing.*

a. This contract is valid initially for 12 months from the date commencement of work and is further extendable on mutual agreement

b. **Preparation and Submission of Tender:**

The tender should be submitted in two parts i.e. Technical Bid and Commercial Bid. The Technical Bid and the Commercial Bid should be sealed by the bidder in two separate covers "Technical Bid for Tender for Sanitation & Housekeeping Services" and "Commercial Bid for Sanitation and Housekeeping Services". Both Sealed Envelopes should be kept in a main/ bigger envelope super-scribed as "Tender for House Keeping and Facility Management Services ". Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document. The firm can quote separate charges for BMT Wing /Hospital Wing based on statutory provisions.

c. **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 Lakhs Only) by way of demand drafts/Fixed deposit receipt/Banker's Cheque drawn in favour of "DIRECTOR, SCTIMST, Trivandrum. Earnest money deposit (EMD) must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after entering into agreement and for unsuccessful bidder(s) it would be returned after awarding the contract. Bid(s) received without demand drafts for EMD will be rejected. Note: The cost of tender documents and EMD will be waived based on relevant certificates on production of documents such as DGS&D / NSIC Registration Certificate, etc. and should remain valid for the period required for EMD.

d. The Contractor will be wholly responsible to cleanliness of all the areas in Hospital wing including Quarters campus, AMCHSS, SWASTHI, and Hostel of the Institute (SRISHTI) and for BMT wing except those areas directly managed by Hospital. For the above purposes, the contractor shall provide a specific number of facility personnel for each area wise in square feet mentioned areas as per Annexure VIII and manpower wise in other areas per day/night on all days in the month as per Annexure V,VI & VII.



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- e. The Institute shall pay for the service i.e., charges for cleaning per month as indicated in Annexure-V, VI & VII. This figure would however, vary if the number of facility personnel are decreased or increased as required by the Institute and as per changes in minimum wages.
- f. The payment will be made on the 7<sup>th</sup> working day of the succeeding month, for which the contractor should submit their bill along with the proof of statutory remittances made for the previous month and salary slip of facility staff engaged on the 3<sup>rd</sup> working day of the month.
- g. The contractor shall be solely responsible for the payment of salaries, other benefits, perks and other legal obligations, if any, in respect of the personnel engaged by him in the Institute.
- h. The rates at which the contract is awarded will be valid throughout the contract period except for statutory payments, etc. However, if there is any downward revision of all the rates due to revision of govt. taxes etc., or any other reasons, the benefit shall be passed on to the SCTIMST, Trivandrum through appropriate reduction of the contracted rates. Further, any upward revision of Minimum Wages by the concerned authority, amount may be revised accordingly.
- i. All Technical Bid will be scrutinized, by the evaluation committee constituted by the Director. Selected bidders will be informed about the date and time for opening the Commercial Bids.
- j. No tenderer will be allowed to withdraw or amend its/his tender or impairs or derogates from the tender in any respect after submission of the tenders within the bid validity period, otherwise the EMD remitted by the tendering firm will be forfeited.
- k. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
- l. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.



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- m. The successful tenderer will have to furnish security deposit @ 5 % of total annual cost of the work by way of Bank Guarantee of scheduled bank valid for a period of 18 months in favour of DIRECTOR, SCTIMST, Trivandrum, payable at SBI, Medical College branch, Trivandrum - 11 and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
- n. Each page of the tender documents including Integrity Pact (Annexure IX) and papers submitted along with should be numbered signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the, SCTIMST Trivandrum. The Director, SCTIMST Trivandrum 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 interest of the Institute.
- o. Under the terms of their employment agreement with the contractor, the facility staff shall not do any professional or other work for reward or otherwise either directly or indirectly.
- p. In the event of any loss occurred to the Institute, as a result of any lapse on part of the contractor which will be established after a joint enquiry, the Institute can claim the value of actual loss from the contractor.
- q. The contractor shall do and perform all such facility services, acts, matters and things connected with the administration, superintendence and conduct the facility arrangements, as per the directions enumerated herein and in accordance with such directions, which the Institute may give from time to time and which have been mutually agreed upon between the two parties.
- r. The bidder will also have to make a presentation on detailed work plan as part of technical evaluation regarding the execution of work, with emphasis on the manpower to be deployed, their distribution and reporting mechanisms to assess quality of work.
- s. **Organizational Information:** Bidder is required to submit the organization information.
- t. The personnel of the facility services engaged by the Contractor shall be the employees or members of the contractor.
- u. The contractor shall issue identity cards to its employees in consultation with Security officer of the Hospital/BMT to ensure safety of premises. Staff engaged by the firm will carry the card which can be checked randomly and non-adherence will invite a penalty. **Male-Female ratio 40:60** is to be strictly adhered to by the contractor.





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- v. **Confidentiality:** -The contractor will endeavor that its staff shall not at any time, without the consent of the Institute in writing, divulge or make known any trust, accounts, matters or transaction undertaken or handled by the Institute and shall not disclose to any person information relating to the affairs of the Institute.
- w. **Variation:** -The charges under the agreement are based on minimum wages and statutory levies only. If there is increase in minimum wages and statutory levies, the Contractor has to prefer the claim accordingly every month with supporting documents. No other change is acceptable.
- x. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipments.
- y. The contractor must employ adult labour only. The contractor shall not engage the cleaner and housekeeper personnel below the age of 18 years and above 45 years. The age of supervisors should be between 18 years and 55 years. Employment of child labour will lead to the termination of the contract. The personnel engaged should be able to read and write in Malayalam language.
- z. SCTIMST Trivandrum, however, reserves the right to terminate the contract by serving one months' notice, in writing if the Institute is not satisfied about 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.
- aa. In case of breach of any terms and conditions attached to the contract, the Bank Guarantee of the contractor will liable to be forfeited besides annulment of the contract.
- bb. The contractor has to provide minimum two sets of standard uniforms to its housekeeping staff. To identify the staff engaged for Mechanised HouseKeeping, the uniform shall have an additional label or colour that can be attached or detached from the uniform. The staff shall be in proper uniform provided by the contractor but approved by SCTIMST Trivandrum with their identity properly



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displayed. Samples of uniform will have to be submitted by the Contractor for the approval of competent authority.

- cc. SCTIMST Trivandrum 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, 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.
- dd. With regard to Annexure VIII , 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 the instructions and orders given by the sister I/C/Supervisor/ Officer also.
- ee. The Director, SCTIMST Trivandrum 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 the assignment of 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 summarily rejected. The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license dully attested to the Institute. No payments would be released till the contract license is submitted to the Institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. If the contractor fails to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of the Institute is entitled to recover equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The



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contractor shall issue EPF Pass Book/ESI card to every worker. The Service Provider shall ensure compliance of the above requirements within 90 days of the award of work. If any change in labour force is required by the Institute, a fresh list of personnel shall be made available by the contractor.

- ff. It shall be the sole responsibility of the contractor to abide by all statutory rules & regulations (eg. ESI, EPF, etc.) as applicable from time to time and no separate claims for the same shall be entertained.
- gg. The contractor shall mandatorily furnish proof of payment of all the legal entitlements to the workers besides wages on a monthly basis. The contractor shall ensure that proper wage slips (as insisted by labour dept) clearly showing the Gross wage, net wages, compensation of holidays , statutory deductions ; ESI/PF numbers are given to all his employees at the time of monthly wage disbursement.
- hh. If on account of non-compliance with the provisions of any laws, Institute is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse all such payment or Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay such amount to the Institute as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the contractor. The contractor will sign an **Indemnity Bond** in favor of the Institute to this effect. No liability whatsoever shall attach to the Institute on account of or any failure on the part of the service provider to observe these regulations.
- ii. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute on the direction of the competent authority.
- jj. The Institute shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the hospital at any time.
- kk. If any complaint of misbehavior and misconduct by personnel of the contractor comes to the knowledge of the Institute authorities then responsibility for all such activities shall be of the contractor and any loss sustained to the Institute owing to negligence or mishandling of assets by the personnel employed by the



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- contractor, the contractor shall be responsible to make good for the losses so suffered by the Institute.
- ll. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of hospital or do anything, which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the hospital premises and near to it.
- mm. The Hospital will deduct Tax at Source (TDS) under section 194- C of the Income Tax Act, 1961 from the contractor.
- nn. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines. The concerned contractor personnel shall attend the court as and when required.
- oo. If as a result of 'post audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Institute from the contractor.
- pp. The contractor shall not engage any sub contractor or transfer the contract to any other service provider.
- qq. The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor.
- rr. The contractor shall be responsible for all acts of omission/commission in the Institute by their employees during the course of discharge of their duties at the Institute. Institute will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.
- ss. The contractor shall be responsible for taking all measures to safeguard (all the staff employed by him) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.
- tt. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Institute. Persons who are



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posted in patient care areas should be vaccinated against Hepatitis 'B' and proof produced to SCTIMST.

- uu. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in hospital & it reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the Institute for medical examination of such employees, shall be borne by the contractor.
- vv. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. 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 has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc., will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.



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**III. GENERAL CONDITIONS OF CONTRACT (GCC)**

- a. The tenderer shall enclose the Integrity Pact along with Technical bid.(ANNEXURE IX)

Independent External Monitors

1. 1. Sri.G.N.Nair, Former MD, Kerala State Coir Corporation Ltd  
Phone : 7012135595
  2. Sri.Rajan Nair.R.S., Additional Secretary to Finance (Rtd)  
Phone : 8848238768
  3. Sri.Haris, Chief Engineer (Rtd), Kerala Water Authority  
Phone : 9447294911
- a. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
- b. The Contractor at all times should indemnify SCTIMST against all claims, damages or compensation under the provisions of Payment of Wages Act,1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. SCTIMST will not own any responsibility in this regard.
- c. The Contractor shall strictly adhere to the provisions of Child Labour (Prohibition & Abolition Act) 1986 and child labour (Prohibition & Abolition) Rule 1988. The successful bidder/contractor shall produce certificate of proving age of the labourer issued from Competent Authority.
- d. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Central Government or State Govt. whichever is higher.. If the rates quoted found below the minimum wages, tender will be summarily rejected. At present, the highest minimum wages is declared as per Govt. of Kerala order no.33/2018/labour dtd 23.04.2018).
- e. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by State Govt/ Central Govt as the case may be.**



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- f. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by Central Govt/State govt. This revision will, however, be restricted to revised Minimum Wages only. If the revised Monthly Minimum wages remain less than the Quoted Manpower charges, no revision will be allowed.
- g. **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 Director, SCTIMST, Trivandrum may without prejudice to other Civil and criminal remedies, cancel contract and held the signatory liable for all cost and damages.
- h. **Validity:** The quoted rates must be valid for a period for 90 days from the date of opening 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.
- i. **Subletting of Work:** The firm shall not assign or sublet the work/job or any part of it to any other party or person. The tender is not transferable. Only one tender shall be submitted by one tenderer.
- j. **Insolvency etc.:** In the event of the 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 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, SCTIMST Trivandrum shall have the power to terminate the contract without any prior notice.
- k. The decision of the authorized officer appointed by the Institute regarding the satisfactory standard of cleanliness shall be final and binding on the contractor. The contractor shall comply with the monitoring mechanism/system as advised by the Department.



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- l. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer.
- m. Conditional bid will be treated as unresponsive and it may be rejected.
- n. SCTIMST can choose agencies/firms together for Hospital Wing and BMT Wing or separately for Hospital Wing & BMT Wing.
- o. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
- p. 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.
- q. The cleaning staff shall not accept any gratuity or reward in any shape or form.
- r. Under the terms of their employment agreement with the contractor the cleaning staff shall not do any professional or other work for reward or otherwise either directly or indirectly.
- s. It is the responsibility of the contractor to verify the character and antecedents of the workforce engaged for duty. The character and antecedents shall be got verified through record check by the contractor at their own cost from the concerned Police authorities and the original report shall be submitted to SCTIMST.
- t. The contractor shall ensure that paper wage slips (as insisted by labour dept.) clearly showing the gross wage, net wages, compensation of holidays, statutory deductions; PF/ESI numbers are given to all his employees at the time of monthly wage disbursement.
- u. The personnel of the cleaning force engaged by the Contractor shall be the employees or members of the contractor. The contractor shall be solely responsible for the payment of salaries, other benefits, perks and other legal obligations, if any, in respect of the personnel engaged or deployed by him in the Institute.
- v. The agency/company shall pay wages directly to cleaning staff through bank and the details of payment may be submitted to the Finance & Accounts Division through Nursing Officer & Administration every month. It should be ensured that no amount by way of commission or otherwise is deducted and recovered from the wages.
- w. The contractor shall ensure that no personnel engaged / deployed by him will engage in any type of activities prejudicial to the interest of the Institute.
- x. The contractor shall be responsible for replacement of persons deployed/engaged by him when falling ill or proceeding on leave on otherwise absent, under intimation to the Institute.
- y. It shall be the responsibility of the Contractor to ensure maintenance of proper discipline of the persons engaged / deployed by him.





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- z. The Contractor shall solely responsible for any theft, pilferage or misbehavior committed by any of the workforce while carrying out the Service (s).
- aa. The Contractor agrees that he will not use the Name/logos of SCTIMST in any manner, including commercial advertising or as a business reference, without the expressed prior written consent of SCTIMST authorities.
- bb. The contractor agrees that he shall not claim any damages or compensation or reimbursement of any expenses which is incurred by him either by way of compensation to the workers engaged / deployed for the work in the Institute or otherwise and that necessary insurance coverage will be taken by him to them, in respect of any injury in the course and out of their work / employment.
- cc. There is no employer - employee relationship between the Institute and the personnel engaged/deployed by the contractor and as such any misconduct by them on information given by the Institute shall be dealt with by him and action taken. Further as and when their conduct and work are found to be unsatisfactory, such personnel are to be replaced with suitable hands immediately by the contractor as per direction of SCTIMST authorities.
- dd. If any overpayment is detected as a result of post audit, in the monthly bills submitted by the contractor, it shall be recovered by the Institute from the contractor.
- ee. In case of termination of contract on its expiry or otherwise, the workforce engaged by the Contractor shall not be entitled to and shall have no claim whatsoever for any kind of employment in SCTIMST.
- ff. The contractor shall ensure that the staff posted by him will not have any claim in SCTIMST by way of job, salary increase or any benefit and should acknowledge and communicate to the staff that they are the employees of the contractor and not of the SCTIMST.
- gg. The Contractor shall be able to provide additional manpower if and when required by the Institute at the quoted rate.
- hh. On expiry of contract or otherwise, the present staff will not be retained by the new contractor.
- ii. Any other terms, conditions or clauses not covered in this document shall be in accordance with other statutory Rules/Acts applicable to SCTIMST.

### **PAYMENT**

a) Payment by the Institute for the services provided here under shall be a fundamental obligation under the agreement. The rates at which the contract is awarded will be valid throughout the contract and no claims whatsoever on account of increases in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear any other expenses.



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However, if there is any downward revision of all the rates due to revision of govt. rates etc. or any other reasons, the same shall be passed on to the SCTIMST Trivandrum through appropriate reduction of the contracted rates. Further any upward revision of Minimum Wages by the concerned authority amount may be revised accordingly.

b) Payment will be made on monthly pro-rata basis against submission of invoices with the certified attendance sheet of the engaged cleaning attendants duly certified by Nursing Officer and countersigned by Medical Superintendent .While submitting invoices for payments, the contractor should produce the documenting evidence for the remittance of EPF/ESI contribution for the previous month made by him in respect of the cleaning attendants under consideration for payment of wages, failing which the payment of the bill by SCTIMST will be withheld until such compliance.

c) The contractor should maintain a register regarding distribution of wages to the workers and the same shall be produced to the identified officer appointed by client for verification before 15<sup>th</sup> of every month.

d) The contractor should provide wage slip for every month to his workforce. He should also provide the EPF statement and also ensure ESI benefits to the workforce.

e) Statutory payments like Casual leave, Earned leave, National Festival Holidays etc will be given as per statute.

### **Penalties:-**

- The work shall be carried out satisfactorily as per the directions of the competent authority of the Institute. The Director, SCTIMST Trivandrum reserves the right to impose a monetary penalty not exceeding 10% of 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.
  1. If during inspection, the workers are not found in uniform without ID-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



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arrangement needs to be done within 2 hours, failing which a penalty Rs.500/- per instance will be charged.

2. Recurring of irregularities given at Sr. No. 1 and 2 the penalties will be double charged. Decision rests with Director/MS/Head BMT wing/Sr.DD of the Institute.
4. If an area to be attended by Contractor is found to be dirty, a warning will be given in the first instances, on repetition penalty of Rs. 500/- will be imposed.
5. Once in three months regular training should be given to all the contract employees. Failing this will result in a penalty of Rs. 5000/- which will be imposed/ recovered from the payment of the contractor.
6. For ensuring the attendance of the employees, a biometric punching system should be installed by the contractor and employee code may be given to the staffs. Along with monthly claim submission attested copy of punching details of staff should be submitted.
7. HK staffs and Supervisors will not be allowed to enter the Institute without wearing uniform and ID Card.

### **Dispute Resolution**

Dispute, if any, will be subject to the exclusive jurisdiction of the competent court at Thiruvananthapuram.

### **Hygiene & Other Standards for the staff provided by the Contractor:**

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/Malayalam.**

**These shall among other things to be strictly followed.**

- i) Attendance Register/ Card
- ii) Muster roll
- iii) Register of Wages
- iv) Wages Slips
- v) Register of Deductions



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- vi) Register of Fines
- vii) Register of Advance
- viii) Daily Inspection Report.

### **IV. SCOPE OF WORK**

**1.Area of Work:-** The area for providing Facility Services at the (1)Hospital Wing including Quarters Campus, SWASTHI, AMC and SRISHTI (Hostel) (2)BMT Wing of the Institute.

**2.Cleaning Services: -** The main objective is to provide a high level of a neat, clean, hygienic and pleasant look to the entire area to keep the surrounding dust free. 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 SCTIMST, Trivandrum. Officials of SCTIMST, Trivandrum will also monitor the entire work and the staff.

**3.Daily Services:-** With regard to Annexure VIII, Housekeeping/cleaning services should be provided round the clock on all days including holidays in Hospital Wing and from 6 am to 8 pm in Quarters Campus, AMC, SWASTHI and SRISHTI of the Institute, 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 8:00am in rooms where work will start at 8:00am. Contractor should arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Institute.

Housekeeping staffs has to follow the cleaning protocol for general area, for all of the Hospital rooms of all the departments, stores, kitchen, consultants chambers, wards, ICUs, Laundry, Labs, Blood Bank, from 5<sup>th</sup> floor to basement



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including open areas of AMC Block, Quarters campus, SWASTHI and SRISHTI (Hostel) wherever assigned. The scope of work includes gardening in the hospital premises also.

### **CLEANING PROTOCOL FOR GENERAL AREA**

- Starting with OPD at 7am, clean floor with detergent/disinfectant (refer SOP for mopping )
- Clean all general areas daily before 12 Noon.
- Clean all areas as and when needed and do spill management also.
- Clean name plates, door mats, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- Clean toilet every 2 hours or as and when required. Always keep toilet clean.
- Clean and disinfect kidney trays, urinals, bed pans, sputum mugs etc. while cleaning toilet daily and as and when required.
- Keep the area around the coffee shop clean(cleaning schedule-8am,11am,4pm,8pm)
- Cleaning sweeping, mopping of stair cases, cabins, lobbies, reception, kitchen, Laundry, Corridors, Ceilings, AMC Block, Office Rooms, conference rooms, Hostel with disinfectant at regular intervals on daily basis.
- Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as and when required.
- Cleaning and dusting electrical switch boards, light fixtures, fans, air conditioner vents, firefighting equipments, computer systems under the supervision of Engineering department of SCTIMST.
- Cleaning of dust bins, waste paper baskets, etc. and disposing off all collected refuse on daily basis and weekly cleaning of cobwebs.
- Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, Pump Rooms, AC Plants, Electrical Substation, Auditoriums, Main Gates, etc. as directed by the authorities of SCTIMST, Trivandrum.
- Clean all patient care trolleys, wheel chair & transportation trolley with detergent disinfectant and dry well.



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- Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including ICUs ,wards, OPD and all other departments at regular intervals on daily basis. He/she is responsible for keeping the area spick and span, assigned to him/her.
- Offering the patient with kidney tray, urinals, bed pans, sputum cups when required and assisting the patients to use it. 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 0.5% hypochlorite solution and sending to laundry.
- Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
- Any additional work assigned by the ward I/C, nursing staff and sanitary inspector of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.
- Cleaning the patients who have soiled themselves with stool, urine, vomitus where required with assistance of Unit helper / Staff nurse. He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients.
- Assisting nursing staff in collection of urine and stools specimens. Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW collection point.

### WEEKEND CLEANING

The deep cleaning of the entire area will be done by the contractor once a week.

- Cleaning and dusting electrical switch boards, light fixtures, fans, air conditioner vents, firefighting equipments, computer systems.
- Cleaning of all carpets, doormats and upholstered furniture with vacuum cleaner.
- Cleaning of floor using High Pressure Jet Machine /scrubbing machine.
- Dusting and cleaning of entire area including all windows, windowpane, doors and grill with detergent/ cleaning agents.
- Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.



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- 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, cobwebs, cleaning of roofs, porches etc.
- Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.

#### **4. Waste Disposal Management (Including Bio-Medical Waste) :-**

- The contractor shall prepare a flowchart indicating the method of collection / disposal, etc.
- The contractor shall teach and train his staff for the collection / disposal work.
- Segregate waste and discard in appropriate container according to the color coding.
- 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 within the hospital.
- Change waste bags when  $\frac{3}{4}$  full or at least twice a day.
- The dust bins shall be washed to avoid stains.
- Refilling, replacing and emptying of sharp containers at all stations.

#### **5. Cleaning of office/Consultant Rooms:-**

- The offices shall be dry dusted and mopped with detergent in the morning.
- The worktables, shelves etc. shall be cleaned with wet wipes.
- Towels may be changed in the office rooms on regular basis.
- Vacuum cleaning shall be done on carpets and upholstery on a regular basis.
- Trash shall be removed from office dustbins and change the trash liner every day before closing hours.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

#### **6. Cleaning of Laboratory and other Critical Areas:-**

- All the dustbins shall be washed and lined with colour coded bags.
- The floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week.



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- Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- Rotation of staff in critical areas like Laboratory, ICU & Wards may be kept at every three months.
- In the morning waste bag shall be changed when it is 3/4 full.
- Walls shall be thoroughly cleaned using a detergent/disinfectant solution in the morning.

**7. Cleaning Schedules:** The cleaning frequency, level of cleaning/disinfection and evaluation/auditing frequency will vary according to the type of functional area risk category. The contractor shall perform the cleaning as per the standard operating procedures provided by the healthcare organization. Wet mopping and vacuum cleaning would be done for cleaning within hospital premises. Use of Broom is not permissible.

### **8. Cleaning and Reuse of Mops:**

- Tools used for cleaning and disinfecting must be cleaned and dried between uses.
- Launder mop heads daily.
- All washed mop heads must be dried thoroughly before re-use.
- Clean sanitation cart after use.
- All attachments of machines should be removed, emptied, cleaned and dried before storing.

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

**10. Contingency services:** The service provider shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week. The service provider shall be responsible to maintain quality and work efficiency by





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deploying extra staff, if so required. No extra payment shall be charged for this contingency work.

### **11. 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 cleaning staff in each shift and Contractor's supervisor on duty daily.
- **Management/Facility 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 provided to the Contractor and reported to In-charge Officer of SCTIMST .The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
- **Facility Services Complaint Register: -** This register is to be completed on the basis of information received by the Facility Supervisor from SCTIMST ,Trivandrum regarding the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from SCTIMST, Trivandrum etc. and necessary action is to be taken. Register for civil/electrical/plumbing complaints.

### **12. General Requirements and Documentation:-**

- Organizational structure and line of authority.
- Housekeeping manual and all SOP (Standard Operating Procedures).
- Compliance to Color coding in waste management.
- On job training and documentation.
- Description for each category of housekeeping.
- Hospitable and polite behavior with patients and hospital staff.
- Hepatitis B Vaccination whenever required for the staff.
- Maintaining records of:-
  - a) Memorandum of understanding
  - b) Complaint book
- Maintaining logs and checklist.



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- Both male and female staff should be posted in areas like ICUs, OPD, Wards & general area.
- Female patients should be attended by female staff only.
- Immediate replacement of staff on leave.
- Rotation of staff is required, once in three months.
- Health record of employees and their anecdot.

### **13. Additional Scope Pertaining to Hospital:-**

- Facility services in the hospital conditions are different than the services in other commercial organizations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not be included in the general scope of work but they have to be provided by the housekeeping staff if needed.
- In view of the above, any work assigned by the sister I/C/Supervisor/Officers for the patient benefit like cleaning of vomitus, urine, stool, blood or any undesired material produced by the patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the patient in any type of need is included in the scope of work. 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.

### **14. The Contractor shall:**

- a. Ensure that healthcare organization is neat and clean by 8:00 am in the morning daily; and would ensure cleanliness throughout the day. While doing cleaning at night/early morning hours bidder would ensure that patients and attendants are not disturbed.
- b. Ensure flies free environment in the premises of SCTIMST, Trivandrum
- c. Ensure that their managers/supervisors are equipped with mobile phones.
- d. Provide Hospital Waste management services when applicable including all equipment, containers, trolleys etc.
- e. The contractor will also ensure that the waste should be segregated according to the color codes and disposed separately i.e. dry and wet waste in the marked disposal area in proper and eco-friendly manner.



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- f. The contractor will arrange required manpower, etc which is used by the housekeeping staff. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. should be worn by the housekeeping staff.
- g. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with ID cards. The uniform/badge provided by the contractor should be different for both manpower and mechanized HK staffs.
- h. 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.
- i. 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.
- j. 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 personnel by services to be rendered to , SCTIMST 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 , SCTIMST against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which SCTIMST Trivandrum 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. 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.
- k. The attendance of the workers will be taken by Officer-in-charge or the employee of SCTIMST, Trivandrum. 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.
- l. 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.



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- m. The contractor shall make a cleaning program and submit to the authorities of SCTIMST, Trivandrum, Medical Superintendent for Hospital wing and Head ,BMT Wing for BMT wing for weekly cleaning so that, concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- n. The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by using brushes or suitable detergents.
- o. 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.
- p. In case of pecuniary and material loss suffered by the Department on account of negligence attributable to the Contractor or his employees, the SCTIMST, Trivandrum will have the right to forfeit the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Department, the balance, as may be necessary shall be recovered from the contract charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled as per dispute Resolution Clause.
- q. The contractor shall be responsible for the safety and maintenance of his equipments and tools.
- r. The contractor will supply sufficient sets of uniforms, badges, to each sweeper, who shall invariably working hours, 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.
- s. The standard of sanitation will always be up to the satisfaction of the authorized representative or the officer-in charge whose decision in this regard shall be final and binding on the contractor.
- t. The housekeeping staff and supervisor shall be under the direct control of the officer in-charge or his/her authorized representative for day-to-day maintenance operations.
- u. Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.



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- v. 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.
- w. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety any possible electric shock due to use of water or otherwise.

### 15. Misconduct/Misbehaviour

- 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 Administrative Officer, SCTIMST Trivandrum.
- 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 ,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 conduct 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.
- d. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
- e. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the hospital authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Hospital.



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### 16. Qualifications of the Housekeeping manpower

Sl. No.	Designation	Eligibility qualification	Experience
1	Facility Manager	Diploma/Degree in Hotel Management or One Year PG Diploma in Accommodation Operation	10 years in Supervision of sanitation in a recognized Hospital or Institute.
2	House Keeping Supervisor	Graduate	05 years in Supervision of sanitation in a recognized Hospital or Institute.
3	Sanitary Attendant	10th Pass with skill development course in housekeeping/sanitation or in house structured training programme or its equivalent <b>Upper age limit: 45 years</b>	

**Note:1 F.M & 4 H.K.S for Hosp. Wing & 1 H.K.S for BMT Wing are mandatory.**

### 17. Roles and Responsibilities of Sanitary Supervisor

- To supervise the work of Sanitary Attendants
- To provide replacement of Sanitary Attendants if regular Sanitary Attendant is on leave.
- To ensure the cleanliness and proper sanitation of the area under his/her supervision.
- To report major Engineering works/major repairs to the concerned authorities (Civil, DCE etc.)

### • 18. Roles and Responsibilities of Sanitary Attendant

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



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- Any other task assigned by nursing staff, sanitary inspector and other higher officials.

### 19.KEY PERFORMANCE PARAMETERS

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

Sl.No	Elements	Required cleaning standard
1	External features, fire exits and stairwells	Landings, ramps, stairwells, fire exists, steps, entrances, porches, balconies, eaves and external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta. Handrails are clean and free of stains. Garden furniture is clean and operational.
2	Walls, skirtings and ceilings	Internal and external walls and ceilings are free of dust, grit, dirt, lint, soil, film and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, dirt, lint and cobwebs. Polished surfaces are of a uniform lustre
3	Windows	Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges. Window frames, tracks and ledges are clear and free of dust, dirt, grit, marks, spots and cobwebs.
4	Doors	Internal and external doors and doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and cobwebs. Doors and door frames are free of marks caused by furniture, equipment or staff. Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. Door tracks and door jambs are free of grit, dirt and other debris. Polished surfaces are of a uniform lustre.
5	Hard Floors	The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids. The floor is free of polish or other build-up at the edges and corners or in traffic lanes. The floor is free of spots, scuffs or scratches on traffic



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		<p>lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots. Polished or buffed floors are of a uniform lustre. Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.</p>
6	Electrical fixtures and appliances	<p>Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cob webs. Electrical fixtures and appliances are kept free from signs of use or non-use. Hygiene standards are satisfied where the fixture or appliance is used in food preparation. Range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces. Motor vents etc. are clean and free of dust, dirt and lint. Drinking fountains are clean and free of stains and mineral build-up. Insect killing devices are free of dead insects, and are clean and functional.</p>
7	Furnishings and fixtures	<p>Hard surface furniture is free of spots, soil, film, dust, dirt, fingerprints and spillages. Soft surface furniture is free from stains, soil, dirt, film and dust. Furniture legs, wheels and castors are free from mop strings, soil, dirt, film, dust and cobwebs. Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, dirt, lint and spots. All high surfaces are free from dust, dirt and cobwebs. Curtains, blinds and drapes are free from stains, dust, dirt, cobwebs, lint and signs of use of non-use. Equipment is free of tapes/plastic etc that may compromise cleaning. Furniture has no odour that is distasteful or unpleasant. Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, dirt and litter or stains. Internal plants are free of dust, dirt and litter. Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.</p>





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		Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.
8	cleaning equipment	<p>Electrical appliances (and filters), wet and dry vacuum cleaners and burnishes/buffing machines are stored free of grease, dirt, dust, encrustations, marks, stains and cobwebs.</p> <p>Electrical and battery operated appliances have visible, current tags displaying safety check, service and inspection information.</p> <p>Battery-operated equipment (auto scrubber) is stored free of dirt, dust, marks, stains and cobwebs.</p> <p>Legs, handles, wheels and castors on cleaning equipment are free from stains, soil, dirt, film, cotton, fluff, cobwebs and dust.</p> <p>Cleaning equipment using water is stored clean and dry.</p> <p>Vacuum head and hose are free from dust and blockages and vacuum bags are in good condition and not over full.</p> <p>Annual review and risk assessment of cleaning equipment is documented and current. Cleaning trolleys are free from spillages, dirt and dust.</p> <p>Use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.</p>
9	General tidiness	<p>The area appears tidy and uncluttered</p> <p>Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. Furniture is maintained in a way that allows for cleaning. Fire access and exit doors are left clean and unobstructed</p>
10	Odour control	<p>The area smells fresh.</p> <p>There is no odour that is distasteful or unpleasant.</p>



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**20. REPORTING & PENALTIES FOR QUALITY ASSURANCE**

**Reports to be submitted by the vendor**

- (i) A daily report of staff on duty in all the shifts
- (ii) A daily report of the washing undertaken
- (iii) A daily report of the general sanitation from the Sanitation Officer or any other officer deputed for the purpose based on the designated Performa
- (ix) A monthly feedback report from the user areas as based on Key Performance Indicators (KPI).
- (v) A centralized complaint reporting and redressal mechanism to be manned by the bidder. The redressal has to be certified by the complainant.
- (vi) Any other reporting mechanism as desired by the Hospital.

*I/We agree to the above terms & conditions*

.....

**(Signature of the Contractor with Seal)**



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**ANNEXURE-I**

**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 /company(Attach Bio-data of all Partners)</b>	
<b>3. Telephone no.</b>	
<b>a. Residence</b>	
<b>b. Office</b>	
<b>c. Mobile</b>	
<b>d. E-mail</b>	
<b>4. List of Organizations/office, where firm is presently providing cleaning services (Mention)</b>	
<b>5. DD/Receipt for cost of Tender document</b>	
<b>6. Details of EMD No. Date, Amount, and Bank name</b>	
<b>7. Whether the firm/ agency is registered, attached copy of the certificate of registration and indicate WCT number</b>	
<b>8. PF number</b>	
<b>9. GST Number</b>	
<b>10. PAN Number</b>	
<b>11. TIN Number</b>	
<b>12. Details of ISO certificate (Attach Proof)</b>	



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**13. Experience with Govt./Semi Govt./ Autonomous Bodies during last 3 years along (attach documentary proof / certificate from concerned organization)**

<b>Year</b>	<b>Name of the organization</b>	<b>Contact person/ Telephone Number</b>	<b>Annual turn Over</b>
2014-2015			
2015-2016			
2016-2017			
<b>14. Details of the Similar work which have done by the contractor or in under process (please attach proof) as per Annexure IV</b>			
<b>15. Please attach the copies of the Annual certificate/ audited balance sheets for 2014-15, 2015-16 and 2016-17</b>			

Date:

Name, Address, seal and signature of Contractor



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**ANNEXURE-II**

**CONTRACTOR SERVICES (EXPERIENCE) PROFORMA**

Sl.No.	Name & Address of Client	Period From To-	Description/ Nature of Services Completed Successfully	No. of Persons/employees Provided by the Contractor	Value of Contract	No. and Detail machines provided by contractor	Remarks

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

Date:

Name, Address, seal and signature of Contractor



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**ANNEXURE - III**

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

Sl. No	Name of work/ project and 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 and address/telephone no. of officer to whom reference may be made	Remarks

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

Sl. No	Name of work/ project and 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 and address/telephone no. of officer to whom reference may be made	Remarks

Date:

Name, Address, seal and signature of Contractor



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**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.

Sl. No	Item	Confirm(Yes/No)
1	Cost of Tender Document	
2	Earnest Money Deposit	
3	Tender form with complete technical bid and Commercial bid, with all pages serially numbered , signed and stamped on each page	
4	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
5	Income tax returns of last three years.	
6	Attested Photo copy of PAN Card	
7	ESI Registration certificate copy with last three year payment details.	
8	EPF Registration certificate copy with last three year payment details..	
9	GST registration certificate with details of the last payment	
10	Registration certificate under central labour law authorities. Copy of valid labour license.	
11	Minimum wages payment/clearance certificate from LEO.	
12	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
13	Satisfactory completion of contract certificate from previous organizations. ( Minimum three required)	
14	Annexure all duly filled by contractor and attach original copy	
15	Integrity Pact (Annexure IX)	



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**V . COMMERCIAL BID**  
**ANNEXURE -V (Hospital Wing)**

I/We,.....will provide our facility services personnel as per the terms and conditions explained in the Tender Notice, as quoted below:-

Number of persons required: At present (Hospital -31) (Approx)			
Particulars		Amount	Remarks
Minimum wages per person per eight hour duty for housekeeping staffs (Basic Wages)	1)Basic		
	2)DA		
Mandatory / statutory levies (Percentage wise) under different heads	3)PF @ .....% of Basic		
	4)ESI@.....% of Basic		
5) Other charges (Over heads, Profit, Supervision, Uniform, washing allowance etc.)			
6) Reliever cost for weekly off, Casual leave, Earned leave, National Festival Holiday etc as per relevant statute			
7)Any other statutory charge			
8)GST			
A. Total of 1+2+3+4+5+6+7+8 (Wages per day/person)			
B. Gross total =A*26(days in a month)			

- Note: i) Rate is to be quoted for manpower per 8 hr duty for all other works not mentioned in Annexure-VIII .  
ii) Minimum wages is being calculated as per GCC clause 'd'.  
iii)The rate quoted is including Supervisory charge.  
iv) The rate to be quoted will be valid throughout the contract period and no claims whatsoever on accounts increase in statutory payment shall be entertained and it will be the responsibility of the contractor to bear any such expenses.

Date:

Name, Address, seal and signature of Contractor





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**ANNEXURE - VI(BMT Wing,Poojappura)**

I/We,..... will provide our facility services personnel as per the terms and conditions explained in the Tender Notice, as quoted below:-

Number of persons required: At present (BMT -29) (Approx)			
Particulars		Amount	Remarks
Minimum wages per person per eight hour duty for housekeeping staffs (Basic Wages)	1)Basic		
	2)DA		
Mandatory / statutory levies (Percentage wise) under different heads	3)PF @ .....% of Basic		
	4)ESI@.....% of Basic		
5) Other charges (Over heads, Profit, Supervision, Uniform, washing allowance etc.)			
6) Reliever cost for weekly off, Casual leave, Earned leave, National Festival Holiday etc as per relevant statute			
7)Any other statutory charge			
8)GST			
A. Total of 1+2+3+4+5+6+7+8 (Wages per day/person)			
B. Gross total =A*26(days in a month)			

Note: i) Rate is to be quoted for manpower per 8 hr duty for all other works not mentioned in Annexure-VIII.  
ii) Minimum wages is being calculated as per GCC clause 'd'.  
iii)The rate quoted is including Supervisory charge.  
iv) The rate to be quoted will be valid throughout the contract period and no claims whatsoever on accounts increase in statutory payment shall be entertained and it will be the responsibility of the contractor to bear any such expenses.

Date:

Name, Address, seal and signature of contractor



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### ANNEXURE-VII

**Commercial BID (To quote based on Annexure VIII)**

**(To be sealed and placed in Envelope -2 along with price format of part 'B' Envelope to be Super Scribed as 'Commercial Bid')**

#### Table-'A'

**For mechanized housekeeping Manpower Rate required: - (Please fill manpower Including supervisory charge)**

	Manpower rate
<b>Tax</b>	
<b>Total</b>	

**Note:**

- 1.The rates are to be quoted both in figures and words. No over writing or cutting allowed.
2. Rates to be quoted will be inclusive of all supervisory charges, but exclusive of GST.
- 3 .The rate to be quoted will be valid throughout the contract period and no claims whatsoever on accounts increase in statutory payment shall be entertained and it will be the responsibility of the contractor to bear any such expenses.

Date:

Name, Address, seal and signature of Contractor



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## ANNEXURE - VIII

List of Area in the hospital wing on square feet basis (format attached)

### Annexure VII

Sl No	<u>Ground Floor-A Block</u>	Area-Square feet	Cleaning Schedule
	<u>BLOCK A-RECEPTION AND OPD</u>		
1	ENTRANCE	290.00	2 times dry mopping(7am& 2pm) and wet mopping once daily (8pm)
2	RECEPTION	265.00	2 times daily 7 am(dry)-8 pm (wet)
3	OPD Rooms(CMR,CMOP,CVTS)		2 times dry mopping(7am& 2pm) and wet mopping once daily (7 pm),waste picking once(11 am)
	1.1015 A,B,C,D	455.00	"
	2. Rear side of Reception in front of Patient waiting area	300.00	"
	3. Receptionist/MSW	125.00	Once daily (wet-8pm)
	4. Asst. Security Officer	100.00	Once daily (wet-8pm)
		220.00+	
		110.00	
	5. Cardiology Admission	330.00	2 times daily 7am-8pm



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	6. 1011(1,2,3,4,5)	565.00	2 times dry mopping(7am& 2pm) and wet mopping once daily (8pm),waste picking once (11am )
	7. 1008 A,B,C,D(COTS)	575.00	"
4	TOILETS-MALE	108.00	8 times daily – 6am,8am,10am,12n,2pm,4pm,6pm, 9pm
5	TOILETS-FEMALE	108.00	8 times daily – 6am,8am,10am,12n,2pm,4pm,6pm, 9pm
6	TMT/HOLTER ROOM	90.00	Twice daily 7am, 6pm
7	X-RAY ROOM-1019	425.00	Twice daily 7am &4 pm

8	LADIES WAITING ROOM	} 468.00	Once daily 7am
9	ECG ROOM-1020I		Twice daily-7am &6pm (waste picking 12N)
10	ECHO ROOM-1020(B)		Twice daily-7am &6pm (waste picking 12N)
11	NURSING SUPERVISOR ROOM-1020(A)		Once daily 6pm
12	MRD	495.00	Once daily before 8 am
13	SECURITY OFFICERS ROOM - NEAR MRD	130.00	Once daily 12pm



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14	CASH COUNTER-1005	63.00	Once daily 1 pm
15	EMR ROOM-1004	66.00	Once daily 1 pm
16	INFORMATION COUNTER-I 1001	240.00	Once daily 1 pm

SI No	<u>BLOCK-A(GF)</u>	Area-Square feet	Cleaning Schedule
1.	AUDITORIUM-I-1003	575.00	Once daily 6pm
2.	STAIR CASE	440.00	Once daily 10 am
3.	PASSAGE AND CORRIDOR  AND WAITING AREA	3825.00	2 times wet mopping(7am& 6pm) and dry mopping once daily (12 N),waste picking twice(11am&4pm)
4.	BLOOD TAKING ROOM	128.00	3 times daily(7.30am(wet),12N(dry) &6pm(wet))
5.	WAITING AREA  (OUTSIDE) including Coffee Counter	2100.00	4times daily –dry(11am,2pm),wet(7am&6pm)

6.	GENTS TOILET NEAR PATIENT WAITING AREA	100.00	8times daily(6am,8am,10am,12n,2pm,4pm,6pm,8pm)
7.	TOILET NEAR WAITING AREA  LADIES	150.00	8times daily (6am,8am,10am,12n,2pm,4pm,6pm,8pm)



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SI No	<b><u>A-BLOCK-BASEMENT FLOOR</u></b>	Area Square feet	Cleaning Schedule
1.	Oxygen Plant (Medical Block)	276.00	Once daily in the presence of manifold operator
2.	PASSAGE (Medical Block), Basement	530.00	"
3.	SUBSTATION (NEW)	1164.00	Once daily in the presence of electrician
	<b><u>A BLOCK-FIRST FLOOR</u></b>		
1.	ECHO ROOM-1109	225.00+ <u>25.00</u> 250.00	Thrice daily
2.	ECHO ROOM-1110	290.00	"
3.	COMMON ROOM-1111	240.00	Once daily (11am)
4.	1 <sup>st</sup> FLOOR-CORRIDOR /PASSAGE	1470.00	"
5.	STAIR CASE	880.00	"
6	CONSULTANT -1105	210.00	"



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SI No	<b><u>A BLOCK 2<sup>ND</sup> FLOOR</u></b>	Area Square feet	Cleaning Schedule
1	CONSULTANT ROOM- 1205,1209,1210,1212  (210+220+165+160)	755.00	once daily
2	ECHO ROOM-(NEAR 1201,CCU)	175.00	once daily before 8 am
3	PG COMMON ROOM-1211	200.00	"
4	CORRIDOR/PASSAGE	1470.00	"
5	STAIR CASE	880.00	"
	<b><u>A BLOCK-3<sup>RD</sup> FLOOR</u></b>		
1	CONSULTANT ROOMS- 1308,1309,1310  (210+230+170)	610.00	Once daily before 9am
2	PFT ROOM-1311	240.00	Once daily before 8 am
3	3 <sup>rd</sup> FLOOR-CORRIDOR  STAIR CASE	1470.00+  <u>880.00</u>  2350.00	Once daily before 8 am

<b><u>BLOCK A-4<sup>th</sup> FLOOR</u></b>			
CONSULTANT ROOMS			
1	1406 including adjacent toilets	340.00	Once daily before 9am
2	1407	140.00	Once daily before 9am



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3	1408	150.00	Once daily before 9am
4	1409	150.00+ <u>Toilet 30.00</u> 180.00	Once daily before 9am
5	PG COMMON ROOM-1412	180.00	Once daily before 8am

6	EEG ROOMS-1413	330.00	once daily before 8 am
7	1414	150.00+ <u>60.00</u> 210.00	"
8	1415-A	130.00	"
9	1415-2	140.00	"
10	1414-3	140.00	once daily before 8 am
11	1413-4	140.00	"
12	EMG ROOM-1417	150.00	"
13	KREP ROOM-1421	195.00	"
14	VAVF ROOM	110.00	"
15	CORRIDOR WAITING AREA	1210.00+ 1470.00 <u>120.00</u> 2800.00	Twice daily before 8 am & 2 pm





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16	STAIR CASE	880.00	once daily before 8 am
17	EEG REPORTS ROOM-1419	100.00	“
18	NEUROLOGY DEPT OFFICE-1420	90.00	“

SI No	<u>BLOCK B-GROUND FLOOR</u>	Area Square feet	Cleaning Schedule
1	PASSAGE	1720.00+ 100.00 <hr/> 1820.00	Once daily 8am
2	TOILET NEAR MALE CHANGING ROOM-MALE	110.00	Every 2 hrs
3	TOILET NEAR MALE CHANGING ROOM – FEMALE	70.00	Every 2 hrs
4	DCE DEPARTMENT	2500.00	Once daily 9am

5	AC WORKSHOP	530.00	Once daily 9am
6	STAIRCASE	350.00	Once daily 9am
7	ERMIR	556.00	Once daily 9am
8	MALE CHANGING ROOM	1256.00	Once daily 9am



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9	NEURO GENETIC CENTRE	2082.00	Once daily 9am
	<b><u>BLOCK-B 1<sup>ST</sup> FLOOR</u></b>		
1	PHYSIOTHERAPY DEPT	1470.00	Once daily 8am
2	NURSING OFFICER'S ROOM	200.00	Once daily 9am
3	SPEECH THERAPY ROOM	200.00	Once daily 9am
4	AUDIOMETRY ROOM	130.00	"
5	MOVEMENT DISORDER PROJCT ROOM	550.00	"
6	TOILETS-MALE(2101)	110.00	Between 2 hrs
7	TOILETS-FEMALE(2102)	70.00	Between 2 hrs 6am to8pm
8	CC LAB(2108)	1000.00	once daily 8 am
9	CCCND (2109)	1015.00	
10	COMPUTER DIVISION(2110)	492.00	once daily &computer cleaning at1pm
11	VIRTUAL GAINING STATION(3103)	576.00	
12	STAFF ROOM(3103 A)	213.00	
13	PASSAGE	1820.00	Once daily 8 am
14	STAIR CASE 1 <sup>ST</sup> FLOOR B-BLOCK	350.00	Once daily 9am



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SI No	<u>BLOCK –B SECOND FLOOR</u>	Square Feet Area	Cleaning Schedule
1	MS OFFICE STORE	100.00	Twice in a month 1 <sup>st</sup> Saturday 2.30pm 3 <sup>rd</sup> Friday 2.30pm
2	DNS OFFICE(INCLUDING TOILET)	240.00	Once daily 9am
3	NURSING EDUCATION LECTURER'S ROOM	170.00	Once daily 9am
4	CONSULTANT ROOM 2207	170.00	Once daily 9am
5	BIOCHEMISTRY LAB 2	550.00	Once daily 8am
6	TOILETS-MALE	110.00	3 times daily 8am,2pm,8pm
7	TOILETS-FEMALE	70.00	3 times daily 8am,2pm,8pm
8	BLOOD BANK	3870.00	once daily 8 am
9	MS OFFICE	1620.00	once daily before 8 am
10	PASSAGE/CORRIDOR Upto SPBSC Main Building	2550.00	"
11	STAIR CASE	350.00	"
12	AUDITORIUM-2	1345.00	Twice weekly and as and when required



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	<b><u>BLOCK-B THIRD FLOOR</u></b>	<b>Square feet Area</b>	
1	BIOCHEMISTRY RESEARCH LAB	550.00	Once daily 8am
2	TOILETS-MALE	110.00	3 times daily 8am,2pm,8pm
3	TOILETS-FEMALE	70.00	3 times daily 8am,2pm,8pm
4	MICROBIOLOGY DEPT	3780.00	Once daily 8am
5	PASSAGE/CORRIDOR	1820.00	Once daily
6	STAIR CASE	350.00	Once daily

<b>SI No</b>	<b><u>BLOCK –B FOURTH FLOOR</u></b>	<b>Square Feet Area</b>	<b>Cleaning Schedule</b>
1	EPILEPSY OFFICE	170.00	Once daily
2	MOVEMENT DISORDER OFFICE	550.00	“
3	MRD Deduct AHU	3780.00- <u>110.00</u> 3670.00	“
4	TOILETS-MALE	110.00	3 times daily 8am,2pm,8pm
5	TOILETS-FEMALE	70.00	3 times daily 8am,2pm,8pm
6	PASSAGE	1820.00	Once daily
7	STAIR CASE	350.00	“



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SI No.	BLOCK C GROUND FLOOR	Square feet Area	Cleaning Schedule
1	OPD SUPERVISORS ROOM	65.00	Once daily 2pm
2	PHARMACY	1370.00	once daily 2pm
3	BANK	280.00	once daily 2pm
4	HEART FAILURE CLINIC	430.00	once daily 2pm
5	COFFEE COUNTER	200.00	3 times daily 10am, 2pm,6pm(wet)



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6	WAITING AREA NEAR COFFEE COUNTER	600.00	3 times daily 10am, 2pm,6pm(wet)
7	TOILETS-MALE	180.00	7 times daily – 7am,10am,12n,2pm,4pm,6pm,8pm
8	TOILETS-FEMALE	160.00	7 times daily – 7am,10am,12n,2pm,4pm,6pm,8pm
9	CASH COUNTER & BILLING	370.00	Cash Counter 3 & Billing 7.30am Cash Counter 2 (12N) Wet
10	STAIR CASE	480.00	Once daily 8 am
11	MRD	100.00	Once daily 6 pm
12	NS OPD CONSULTING ROOM	1900.00	Once daily before 7 am
13	NM OPD CONSULTING ROOMS	1900.00	Once daily before 7 am
14	OLD X-RAY ROOM	565.00	Once daily before 7 am
15	INFORMATION COUNTER II	210.00	Twice daily 7am &2pm
16	EXAMINATION ROOM (NEAR OLD X-RAY ROOM)	170.00	2 times wet mopping(7am& 2pm) and dry mopping once daily (6pm)waste picking once(11am)
17	PASSAGE	2280.00+ 100.00 <hr/> 2380.00	2 times wet mopping(7am& 2pm) and dry mopping once daily (6pm)waste picking once(11am)



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18	WAITING AREA INSIDE OPD	1950.00	2 times wet mopping(7am& 2pm) and dry mopping once daily (6pm)waste picking once(11am)
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SI NO	<u>BLOCK –C –FIRST FLOOR</u>	Square Feet Area	Cleaning Schedule
1	CONSULTANT ROOMS 3113,15,16,18,3103 A & B	1330.00	once daily 9am
	NEURO SONOLOGY LAB(3112)	241.00	once daily 9am
	DIALYSIS ROOM (3114)	261.00	once daily 9am
	COT STORE (3117)	378.00	once daily 9am
	DATA CENTRE(3119)	568.00	once daily 9am
2	NIC- Doctor's room	60.00	once daily 9am
3	STROKE-SWALLOW ASSESSMENT ROOM-3108 and 3109	125.00	once daily 9am
4	TOILETS-MALE(3120)	180.00	5 times daily 6am,10am,2pm,6pm,10pm
5	TOILETS-FEMALE(3104)	110.00	5 times daily 6am,10am,2pm,6pm,10pm
6	CORRIDOR	2380.00	once daily
7	STAIR CASE	480.00	"



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	<b><u>BLOCK-C-SECOND FLOOR</u></b>		
1	PATHOLOGY, CELLULAR & MOLECULAR CARDIOLOGY LABS 3204-3210,3212-3226	4230.00	“
2	CONSULTANTS ROOM 2 nos	370.00	“
3	DMS ROOM 3211	185.00	“
4	TOILETS-MALE(3228)	180.00	4 times daily 8am,12am,2pm,6pm
5	TOILETS-FEMALE(3203)	160.00	4 times daily 8am,12am,2pm,6pm
6	CORRIDOR Upto end of Main building	1460.00	Once daily 9am
7	STAIR CASE	480.00	Once daily 9am

SI NO	<b>BLOCK-C-THIRD FLOOR</b>	<b>Square Feet Area</b>	<b>Cleaning Schedule</b>
1	DOCTOR'S DUTY ROOM- 3308	215.00	once daily 9am
2	PASSAGE	450.00	once daily 9am
3	STAIR CASE	480.00	once daily 9am





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	<b><u>BLOCK-C-FOURTH FLOOR</u></b>		
1	ANAESTHESIA COMMON ROOM	200.00	once daily 9am
2	CORRIDOR	510.00	once daily 9am
3	STAIR CASE	480.00	once daily 9am

<b>SI NO</b>	<b><u>BLOCK-C-FIFTH FLOOR</u></b>	<b>Square Feet Area</b>	<b>Cleaning Schedule</b>
1	DOCTOR'S DUTY ROOM	215.00	once daily 9am
2	STAIR CASE	480.00	once daily 9am
3	PASSAGE	450.00	once daily 9am



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SI NO	<u>BLOCK-C –SIXTH FLOOR</u>	Square Feet Area	Cleaning Schedule
1	CORRIDOR-FRONT OF CSICU	330.00	once daily 8am
2	CORRIDOR-FRONT OF COT	240.00	once daily 8am
3	STAIR CASE	480.00	once daily 8am
	<u>BLOCK-C –SEVENTH FLOOR</u>		
1	CONSULTANTS ROOMS	4200.00	once daily 8am
2	ANAESTHESIA STORE	190.00	once daily 8am
3	TOILETS-MALE	180.00	3 times daily 8am,12N,4pm
4	TOILETS-FEMALE	160.00	3 times daily 8am,12N,4pm
5	PASSAGE	1450.00	once daily 8am
6	STAIR CASE	480.00	once daily 8am



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SI NO	<u>BASEMENT FLOOR-COMMON</u>	Square Feet Area	Cleaning Schedule
1	STORE (MAIN) Excluding room no. 311&312	3000.00	once daily 9am
2	DRIVERS ROOM	100.00+ 40.00 <hr/> 140.00	once daily 9am
3	AC PLANT	2470.00	once daily 9am
4	OXYGEN PLANT-SURGICAL BLOCK	380.00	once daily 9am
5	STORE ROOM 311&312	700.00	once daily 9am
6	PASSAGE FROM MEDICALBLOCK TO SURGICAL BLOCK and including Surgical Block	4100.00	once daily 9am
7	WASTE SEGREGATION AREA	200.00	2 times daily 10am &2pm
8	IS&IR	6700.00	Once daily 8am



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SI NO	<u>COURT YARD</u>	Square Feet Area	Cleaning Schedule
1	BASEMENT PREMISES(yard) West side of spbsc MRI Ramp&outside waiting area	3020.00+ <u>2900.00</u> 5920.00	once daily 8am
2	HOSPITAL PREMISES(yard) Road&parking area,east&north side of SPBSC,middle block and medical block	23850.00	once daily 8am

SI NO	<u>BASEMENT FLOOR- COMMON</u>	Square Feet Area	Cleaning Schedule
1	E.SUBSTATION Old	2650.00	once daily 8am
2	TAILORS ROOM	60.00	once daily 12Noon
3	TOILETS-MALE Block-B	180.00	3 times daily 7am,12N, 5pm
4	TOILETS-FEMALE	NIL	-----
5	CT ROOM	400.00	once daily 8am
6	MORTUARY	870.00	once daily 10am



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7	STAIR CASE TO IS&IR	350.00	once daily 8am
8	PASSAGE In between front and rear block	270.00	once daily 8am
9	DIETARY	1870.00	3 times daily
10	LAUNDRY	2600.00	3 times daily

<b>General Cleaning</b>		
SUNSHADES AND OUTSIDE CORRIDORS OF BLOCK A, B & C		Weekly , as and when required
STAIRCASE WASHING		twice in a month
LIFT CLEANING		twice daily 8am&2pm
WASTE COLLECTION FROM ALL AREAS		3 times daily 6am, 11am,4pm
AMC		



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**ANNEXURE IX**

PRE-CONTRACT INTEGRITY PACT

BETWEEN

**SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES AND TECHNOLOGY,**

**THIRUVANANTHAPURAM**

AND

**General**

This pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of the \_\_\_\_\_ (month and year) between

SCTIMST, represented by the Director) (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part ; and

M/S \_\_\_\_\_ represented by Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part. WHEREAS the BUYER proposes to procure (name of the Stores/ Equipment/ Item/Service) and the BIDDER/Seller is willing to offer/has offered the stores/service and WHEREAS the BIDDER is a private company/public company/Government undertaking/ registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is an Autonomous Institution under the Department of DST .

NOW, THEREFORE, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract entered into with a view to enabling the BUYER to obtain the desired said stores/equipment/service at a competitive price in conformity with the defined

Sd/-

DIRECTOR

Signature

BIDDER



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Specifications by avoiding the high cost and the distortionary impact of corruption on public

procurement, and enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

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

**Commitments of the BUYER**

**1.1.** The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

**1.2.** The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS

**1.3.** All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

**2.** In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Sd/-

DIRECTOR

Signature

BIDDER



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## Commitments of BIDDERS

**3.)** The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

**3.1).** The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Buyer, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.

**3.2).** The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

**3.3).** BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

**3.4).** BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.

**3.5).** The BIDDER further confirms and declares to the BUYER that the BIDDER is the original service provider/ manufacturer / integrator/ authorized government sponsored export entity of the stores/service and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

Sd/-

DIRECTOR

Signature

BIDDER





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

**3.7).** The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

**3.8).** The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

**3.9).** The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

**3.10).** The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

**3.11).** The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

**3.12).** If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act, 1956.

**3.13).** The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

Sd/-

DIRECTOR

Signature

BIDDER



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### 4. Previous Transgression

**4.1.** The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

**4.2.** The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### 5. Sanctions for Violations

**5.1.** Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

**(i)** To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

**(ii)** The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason there for.

**(iii)** To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

**(iv)** To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

Sd/-

DIRECTOR

Signature

BIDDER



CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES & TECHNOLOGY

(An Institute of National Importance under Govt. of India)

Thiruvananthapuram, 695011, Kerala, India

Email-sct@sctimst.ac.in, Website-www.sctimst.ac.in

Phone-0471- 2443152 , Fax-2550728

**(v)** To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

**(vi)** To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

**(vii)** To debar the BIDDER from participating in future bidding processes of the Bidder for a minimum period of five years, which may be further extended at the discretion of the BUYER.

**(viii)** To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

**(ix)** In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

**(x)** Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

**5.2.** The BUYER will be entitled to take all or any of the actions mentioned at para 5.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860, or Prevention of Corruption Act, 1988, or any other statute enacted for prevention of corruption.

**5.3.** The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

Sd/-

DIRECTOR

Signature

BIDDER



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**6. Fall Clause**

**6.1.** The BIDDER undertakes that it has not supplied/is not supplying similar service/product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar service/ product/systems or sub system was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

**7. Independent Monitors**

**7.1.** There shall be Independent Monitors (hereinafter referred to as Monitors) appointed by the BUYER for this Pact in consultation with the Central Vigilance Commission.

**7.2.** The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

**7.3.** The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

**7.4.** Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement/service including minutes of meetings.

**7.5.** As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

**7.6.** The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

Sd/-

DIRECTOR

Signature

BIDDER



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**7.7.** The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

**7.8.** The Monitor will submit a written report to the Ministry concerned , within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

### **8. Facilitation of Investigation**

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

### **9. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction of court is the seat of the BUYER

### **10. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

### **11. Validity**

**11.1.** The validity of this Integrity Pact shall be from the date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

Sd/-

DIRECTOR

Signature

BIDDER



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**11.2.** Should one or several provisions of this Pact turn out to be invalid, the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**12.** The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

**BUYER**

**BIDDER**

**Name of the Officer :**

**Name of the Officer :**

**Designation : Director  
SCTIMST**

**Designation :**

**Witness Witness**

1. \_\_\_\_\_ 1. \_\_\_\_\_

2. \_\_\_\_\_ 2. \_\_\_\_\_



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## ANNEXURE X

### Summary Rejection Conditions

Bidders should note that the bid shall be summarily rejected by the Institute if any of the following conditions are not followed.

1. If the rate quoted is lower than the minimum wages for the pertinent category of work.
2. Bid shall be valid for a minimum period of 90 days from the date of opening of the Technical Bid. A bid valid for a shorter period than the above shall be rejected.
3. If the bids are not sealed properly. Eg. Staple Bids
4. Conditional bids other than those specified in the Bid document.
5. Late and delayed tenders.
6. Fax and email Offers.
7. Canvassing in any form.
8. Documentary proof to prove the eligibility of the tenderer.
9. Statutory Obligation satisfying conditions such as ESI, EPF etc may be enclosed.
10. Tender cost remittance details / receipt of Rs 1500 plus 18% GST, EMD should be enclosed with Technical bid only not with the Commercial bid.
11. In case the quote is not according to the above terms and conditions, the same will be summarily rejected. Further, false certification and misrepresentation of facts may attract blacklisting of tenderer.
12. All pages of Integrity Pact (ANNEXURE IX) are to be returned by the bidder (along with the technical bid) duly signed by the same signatory who signed the bid, i.e., who is duly authorized to sign the bid and to make binding commitments on behalf of his company. Any bid not accompanied by Integrity Pact duly signed by the bidder shall be considered to be a non-responsive bid and shall be rejected straight way.