

GOVERNMENT OF ASSAM
OFFICE OF THE PRINCIPAL CUM CHIEF SUPERINTENDENT
Dhubri Medical College & Hospital, RK Mission Road,
Jhagarpar- 783325, Assam
Website: www.dhubrimedicalcollege.in, e-mail: dhubrimch@gmail.com

No. DMCH/2022/2287-B

Date:-13/10/2022

**Notice Inviting Tender (NIT) for Annual Job Contract of Cleaning and Sanitation Services
in the premises of Dhubri Medical College & Hospital (DMC&H), Dhubri, Assam**

The Principal cum Chief Superintendent, Dhubri Medical College & Hospital (DMC&H), Dhubri hereby invites open tenders in two bids system through tendering for providing of Cleaning and Sanitation Services in the premises of DMC&H, Dhubri, Assam.

Interested bidder shall submit the bid in the tender-box at the office of the Principal cum Chief Superintendent, Dhubri Medical College & Hospital, Dhubri, Assam.

The bidder is expected to examine all instructions, terms and conditions in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

Tender should be addressed to the Principal cum Chief Superintendent, DMC&H, Dhubri, R.K Mission Road, Jhagarpar, Dhubri, Pin: 783325, Assam.

CRITICAL DATES OF THE TENDER

Date of Tender Publish	18.10.2022
Last Date for manual submission of original instruments of demand drafts towards tender Fee and EMD	28.10.2022 (Upto 04.00 PM)
Technical Bid Opening Date	31.10.2022 (11.00 AM)
Financial Bid Opening Date	Financial Bids of the technically qualified bidders shall be opened at a later date.

SCOPE OF WORK

The Principal cum Chief Superintendent, DMC&H seeks to hire Cleaning, Housekeeping and Sanitation Services for managing the DMC&H campus. The Built up Area is divided into Hospital Building comprising of 5 (five) floors, College Building comprising of 4 floors, STP, faculty and staff Quarters, girl's hostel, boy's hostel, pump house, animal house, mortuary, incinerator, diet kitchen, workshop, laundry etc. and besides these buildings, there are parking lots, paved portions of open areas/roads and vast stretches of greens including gardens etc.

The whole campus of the DMC&H need to be kept in a perfect state of cleanliness and hygienic state at all times by the agency.

Area Details	Sq. feet
Hospital Building	3,21,973
College Building	1,78,437
Boys Hostel	55,942
Girls Hostel	55,942
Principal's Residence	2,540
Superintendent's Residence	1,645
Asstt. Prof. Residence	24,678
Demonstrator/Physician Residence	22,368
Grade III Residence	14,744
Kitchen Block (Diet)	8,080
Laundry	2,432
Mortuary	5,300
Gas Block	1,783
Incinerator	3,507
Workshop	6,265
Cafeteria	2,959
Existing civil hospital	50,185
Doctor's hostel male	21,005
Doctor's hostel female	21,005
Boy's intern hostel	20,520
Girl's intern hostel	20,520
Nurse's hostel	17,245

Grade IV residence	10,178
Boy's dining	5,280
Girl's dining	5,280
SWTP	1,225
Pump house 1	1,540
Pump house 2	1,443
ESS 1	2,460
ESS 2	1,464
Total area	8,87,945

The prospective bidders having interest must visit the sites and acquaint themselves with the scope and commitment needed to provide the services at the level of **Highest Standard**.

The Authority[#] has full right to increase or decrease the Cleaning areas as stated in their scope of work. The agency will be bound to execute the directions of Authority.

The required Cleaning and Sanitation services will be comprehensive in nature relating to all areas within the premises and shall include (but not limited to) the following:

a. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies etc.

b. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signages etc. with dry/wet cloth, feather brush and duster.

c. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Toilet blocks in hospital wards, emergencies etc. are to be manned by cleaning personnel on 24x7 basis.

d. Replenishing all toiletries including hand towels, liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during daytime.

Authority means Principal cum Chief Superintendent, Dhubri Medical College & Hospital.

e. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.

Cleaning should be completed in office cited premises (except common places) prior to opening of office hours i.e. 8.00 AM so that work in office does not get interrupted in the middle for cleaning purpose. The job of cleaning, housekeeping and sanitation in Hospital areas is to be carried out throughout the day uninterruptedly.

The purpose of Cleaning and Sanitation work is that all parts of the campus must look neat and clean at every time and the agency has to undertake all such jobs/activities required to maintain the premises neat and clean whether such activities are elaborated hereunder or not.

The contractor has to deploy adequate numbers of Cleaning and Sanitation personnel and supervise their activities to ensure that the house keeping is of very good standard, performed timely to the entire satisfaction of the client.

Supply of Cleaning Materials and Consumables:

The contractor shall procure the consumables (soap, toilet rolls, chemicals, paper towels, plastic mugs, hockey brush, wipers, brooms, detergents, dusters, Acid, Detergent Powder, Phenyl, Colin, Harpic, Acid, Naphthalene ball, Room freshener, mosquito/insect repellent, liquid soap, towels etc.) for cleaning, sweeping, scrubbing and washing. The use of quality ISI marked detergents, chemicals or other cleaning materials is mandatory. The DMC&H shall have the discretion regarding the quality and quantity of the stores. The record of such stores shall be maintained by the Store keeper of the Contractor. The DMC&H representatives shall have the right to carry out surprise supervision of the stores. The Contractor shall bound to change any chemicals, consumables or detergents if it is not satisfactory to the DMC&H Authorities.

The prices for providing required consumables needed to be used for handling DMC&H Cleaning job shall be included on the lump sum basis in its financial bid. DMC&H will not pay any excess amount separately to any contractor on account of consumables, means that the contractor himself workout the monthly consumption of consumable items and no additional cost towards this will be borne by DMC&H.

The bidder must furnish a list of cleaning materials and consumables proposed to be used by him. It is to be submitted in the technical bid in the following format.

Sl.No	C l e a n i n g m a t e r i a l s / consumables	Unit size	Approx Quantity to be used

Further, the above information is to be submitted in Financial bid as per the following format:

S. No.	Cleaning Material/Consumable	Unit size	Approximate Quantity to be used	Unit Price	Total
Grand Total*					

*This figure is to be tallied with figure quoted in the financial bid against the “Monthly Charges of Cleaning Materials & Consumables”.

Equipment/Machine/Tools: All equipment/tools/machines for carrying out the Cleaning and Sanitation services shall be arranged and maintained by the agency at site. The successful bidder should have the following machines & equipment in the institute premises at the time of start of the work and the same shall have to remain in working condition during the concurrency of the contract.

Indicative Equipment List

S. No	Name of Equipment/Machine
1	Floor Scrubbing Machine
2	Auto Scrubber Machine
3	Wet/ Dry Vacuum Cleaner
4	Glass Cleaning Kit
5	High Pressure Water Jet Machine
6	Wringer Trolley
7	Caddy Bucket
8	Ladders (6ft, 12ft & 24ft)
9	Telescopic Pole
10	Safety Signage
11	Scissor Ladders
12	Rubber Squeezers
13	Road Sweeper(Manual & ride on machine/vehicle)
14	Spray pump for pest control as per IPCA(Indian pest control association) recommendation

15	Polishing & Cleaning Machine
16	Glass cutter Machine
17	Fumigator
18	Mosquito Repellant
19	Double bucket Wringer trolley/multiuse trolley/bucket carrying trolleys

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

INSTRUCTION TO THE BIDDERS

1) Please download the tender document from the official website of DMC&H carefully to understand the documents required to be submitted as part of the bid.

2)The bids shall be prepared in two parts, namely, “Technical bid” and “Financial bid”.

Interested bidders shall be required to submit “Technical Bid” & “Financial Bid” in offline mode only.

“Technical Bid”: This will consist of the supporting documents as proof of meeting all eligibility Criteria along with original copies of demand drafts towards EMD and Tender Fee and other required enclosures, viz. scanned copies of the following:-

- (a) Bidder’s Details Form in prescribed format as per Annexure-I.
- (b) Demand Draft towards Tender Fee in original
- (c) Demand Draft towards EMD in original.
- (d) The entire bid documents with corrigendum/amendments, if any, in token of acceptance by the agency of all terms & conditions.
- (e) Copy of Registration of Firms/Company.
- (f) Proof of registration with ESI Authorities along with Registration Number along with upto date payment slip towards contribution.
- (g) Proof of registration with EPF Authorities along with Registration Number along with upto date payment slip towards contribution.
- (h) Registration with Government Labour Department and valid License issued by Central/State

Government for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act.

- (i) Trade License.
- (j) Income Tax PAN.
- (k) Registration Certificate of Goods and Services Tax clearly showing the class/classes of goods/ services for which registration has been obtained along with copy of last return filled.
- (l) Annexure II along with copies of work orders, certificates of satisfactory performance from departments/organisations where similar services have been provided by the bidder in the past.
- (m) Quality certification certificate from the appropriate authority.
- (n) Power of Attorney in favour of signatory of bid, if applicable.
- (o) Income Tax Returns along with Balance Sheet and Profit & Loss A/c for last three years duly authenticated by a Chartered Accountant.
- (p) Certificate of Chartered Accountant about turnover of the bidder during past three years.
- (q) Photo-copy of proofs of deposition of ESI and EPF contributions in respect of each workman / manpower for the last six months.
- (r) Declaration for not having been blacklisted by any State Government or by Government of India as per the format in Annexure-VII of this tender document.
- (s) List of all cleaning materials and consumables in the prescribed format.
- (t) List of cleaning machines/ equipments/ tools and tackles.
- (u) All other documents as may be required under terms & condition and instructions of the NIT.
- (v) The bidder may furnish any additional information which he thinks is necessary to establish his capabilities of handling the task. He is, however, advised not to furnish superfluous information.

“Financial Bid”: This will consist of the details of financial matters which will be submitted only in the following format:

(Reference format of financial bid)

S. No.	Particulars	Rs
	Over all total excluding GST to be submitted.	

PROFORMA 1

S. No	Component of the Rates	Basic + VDA (As notified from time to time by Labour Department, Govt. of Assam)	PF including IDLI (Employer's Contribution)	ESI (Employer's Contribution)	No of persons projected by the bidder for maintaining the services at the level of highest standard	Monthly Cost [(iii) + (iv) + (v)] x (vi)
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
1	Minimum wages on six days a week for Workers (Un-skilled)- Maximum 90 Nos					
2	Minimum wages on six days a week for Supervisor (Semi skilled-skilled) Maximum 05 Nos					

3	Minimum wages on six days a week for Machine Operator (Skilled) Maximum 30 Nos					
4	Monthly Overhead Charges on gross total manpower cost subject to minimum of 10% which the DMC&H considers as reasonable to meet the expenses towards Bonus , uniform, Shoes, Leave Salary, establishment, any other liabilities as per Government of India Acts/Rules & Regulations and norms etc.					
5	Monthly Charges of Cleaning Machines/Equipment/Tools					
6	Monthly Charges of Cleaning Materials & Consumables					
7	Monthly Charges on Tractor cum Trolley including Driver and fuel charges to transport the Bio-medical waste daily from DMC&H premises to Dhubri Municipal Board's approved dumping yard and charges for insecticide/fumigation					
8	Contractors Profit Margin/Service Charges per month in lump-sum basis for providing the services as per tender T & C **					
9	Over all total excluding GST					

** Bidder should quote their profit margin/service charge reasonably so as to make them financially comfortable depending on work value for proper execution of contract to ensure value for money.

AND

The list of Cleaning Materials and Consumables proposed to be used every month by the bidder is to be submitted in financial bid as per the following format:

PROFORMA 2

S. No.	Cleaning Material/ Consumable	Unit size	Approximate Quantity to be used	Unit Price	Total
Grand Total					

3) The bid prepared by the bidder shall be written in English language. All the columns of the tender document must be filled in and no column should be left blank. "NIL" or "Not applicable" should be

marked, where there is nothing to report.

- 4) The Bidders are advised, in their own interest, to visit all the office premises mentioned to have a clear picture of the work involved before quoting rates in the Financial Bid.

The Authority[#] considers these numbers as minimum for providing satisfactory and efficient services. The Authority may decide to increase or decrease the number of staff as per necessity. The agency will be bound to execute the directions of Authority. If the manpower cost quoted by the bidder does not cover the minimum wages as per latest wage structure of Assam State Govt, as applicable on the minimum numbers of Cleaning and Sanitation personnel to be deployed, the bid will be summarily rejected.

**The “Overhead Charges” to be quoted should include the cost of running and maintenance cost of the equipment/machines, cost of cleaning materials and other miscellaneous administrative costs involved in the service on monthly basis.

***The “Services Charges” to be quoted should include the margin of profit expected by the bidder for providing the Cleaning and Sanitation services on monthly basis.

Note: The bidder’s Quoted Total Price (QP) shall be the total annual cost of the contract including Employer’s share of EPF & ESI, and GST, to be paid extra, as applicable.

- 5) The bid prepared by the bidder shall be written in English language. All the columns of the tender document must be filled in and no column should be left blank. “NIL” or “Not applicable” should be marked, where there is nothing to report.

- 6) The essence of this contract is of lump-sum nature and hence no claim on account of any variation shall be entertained. The Bidders are advised, in their own interest, to visit all the office premises mentioned to have a clear picture of the work involved before quoting rates in the Financial Bid.

- 7) The bidder should sign and affix his stamp at each page of the tender and all its annexure as the acceptance of the offer made by tenderer will be deemed as a contract and no separate formal contract will be drawn.

- 8) Amendment/corrigendum, if any in the tender document shall appear only in the website of DMC&H.

- 9) The tenderer shall fill up the information in Annexures in clear and legible terms. Necessary documentary proofs MUST be attached.

[#] *Authority means Principal cum Chief Superintendent, Dhubri Medical College & Hospital.*

TERMS & CONDITIONS

1) Pre-Qualification Criteria:

The bidders who meet the following criteria only shall be considered as eligible for participating in the bidding.

- Documentary evidence of being an agency in providing of Cleaning and Sanitation or similar services with certificates in support of statutory registrations like, ESI, EPF, GST etc. and possessing valid license issued by appropriate authority.
- The bidder should have a minimum experience of five years in providing of Cleaning and Sanitation/cleaning services in Govt./Pvt. Hospitals or other Govt./Semi Govt./PSU/Pvt. organisations as on 31.03.2022.
- The bidder should have a minimum average annual turnover of Rs. 5 Cr. in the last three years (i.e. 2019-20, 2020-2021 and 2021-22).
- The bidder should not have been blacklisted by any Central / State Government Department / Public Sector Undertaking / Board / Corporation etc.
- The bidder should have minimum 500 number of personnel in its roll (ESIC & EPF/ECR Challan of the last one year, proof of which is to be submitted) to establish the strength.

Note: Provide documents in support of the pre-qualification criteria failing which the authenticity of the information may not be accepted.

2) Tender Fee of Rs. 5,000/- (Rupees five thousand only) (Non-refundable) in the form of demand draft only, payable to “HMS of Dhubri Medical College & Hospital” and payable at Dhubri Branch of UCO Bank shall be required to be submitted by the bidders without which the tender will be regarded as non-responsive. **Payment will be approved only after physical receipt of the original Demand Draft.**

3) Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees two lakh only) in the form of a Demand Draft/NSC/TDR issued in favour of or assigned to “HMS of Dhubri Medical College & Hospital” and payable at Dhubri branch of UCO Bank shall be required to be tendered by the bidder. The tender, if not, accompanied by Earnest money will be liable to be summarily rejected. **Payment will be approved only after physical receipt of the EMD proof in original.** The EMD of the unsuccessful bidders would be returned within 7 days after finalisation of tender. However, in the case of those Bidders who fail to qualify the eligibility criteria and whose technical bids does not qualify, their EMD will be refunded within 7 days from date of finalisation of technical bids. Earnest Money

Deposit of the successful bidder will be returned after submission of the Security Deposit.

Note: Vendors exempted from the submission of EMD, etc as per Govt directives are required to furnish the copy of the certificate issued by Govt. for such exemption in lieu of EMD. The EMD deposited by the tenderer shall not bear any interest to the contractor.

4) The Hard Copies of original instruments in respect of Tender Fee and EMD are to be sent to the tender inviting authority at the address indicated above on or before the due date and time.

5) Performance Security Deposit: The successful bidder shall be required to deposit a security money equivalent to 2% of the estimated annual value of the contract in the form of A/c Payee Demand Draft/Term Deposit to be pleased to “HMS of Dhubri Medical College & Hospital” and payable at Dhubri branch of UCO Bank. The Performance Security Deposit will have to be valid throughout the contract period. The security money so deposited shall be released thereafter on claim, subject to adjustment if any, arising out of terms and conditions pertaining to the tender. No interest will be paid on this security deposit amount if the security deposit money is furnished through Demand Draft.

6) Bidders who meet the Eligibility Criteria shall be shortlisted as the technically qualified bidders to qualify for consideration of their price bids.

7) Clarification of bid documents by DMC&H: To assist in the examination, evaluation and comparison of bids, DMC&H may, at its discretion ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained after opening of the tender.

8) The contract is likely to commence from 10th of Nov 2022 or such date as may be decided by the DMC&H authority and would continue till the expiry of one year from such date.

9) The staff deployed under the contract will not be changed by the agency without the approval of the authority. The agency will ensure that no person is deployed on double duty, except in emergent circumstances with the prior approval of the authority.

10) The Agency will be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed including payment of wages in time. The authority will, in no way, be responsible for settlement of such issues whatsoever.

11) The cleanliness will be periodically checked by the authorised person of the institute to check the cleanliness and the agency has to abide by those criteria.

12) The manpower engaged by the agency shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorised representative of the institute.

13) The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the employees, students, visitors, guests of the institute especially with the female employees, students, visitors, guests and should project an image of utmost discipline.

14) If cleanliness is not observed up to the satisfaction of the institute, a penalty of Rs.1,000/- (rupees one thousand only) per day for each such incident shall be imposed.

15) The authority may, at its discretion, waive any minor non-conformity or any minor irregularity in a bid. This shall be binding on all bidders and the authority reserves the right for granting such waivers.

16) The conditions of the bidders shall not be binding on DMC&H.

17) Legal Jurisdiction: All disputes shall be subject to Dhubri District Jurisdiction only.

18) Validity of Rates: The rate once offered and accepted by the authority, shall not be altered during the entire period of contract unless it is revised by the statutory bodies. The rate shall be considered for revision based on minimum wages or any change in taxation rates. It is also to be noted that no further increase of deployed manpower from the mentioned manpower in the price bid, will be allowed during the contract period including extension period (if any).

19) All the persons deployed will perform their duty in proper uniforms and will maintain a smart turn-out.

20) The Principal cum Chief Superintendent, DMC&H, Dhubri reserves the right to accept or reject any or all tenders without assigning any reasons.

21) The agency shall provide Cleaning and Sanitation staff that should be smart, healthy and having good character antecedent and conduct.

22) The agency will have to ensure satisfactory standards of its employee's competence, conduct, cleanliness and integrity. Neglect of duties, undesirable act, misbehaviour and consumption of alcohol while on duty etc., shall not be condoned.

23) The agency should ensure that they pay minimum wages from time to time to their personnel. Failure to pay minimum wages will render termination of the contract.

24) The personnel engaged by the agency for this job contract will not be an employee of the Institute and there will be no employer-employee relationship between the Institute and the personnel so engaged by the agency.

25) Deposition of ESI and PF contributions of the personnel engaged shall be the responsibility of the

agency at his own expenses and Employer's portions of such ESI and PF contributions shall be reimbursed to the agency by the Institute. For any default in compliance, the agency shall be held responsible.

26) Duration of Contract: The duration of the contract will be for an initial period of one year from the date of commencement of work after award of contract on the rates quoted by bidder in the Financial Bid with a provision to extend the contract for a further period of two years by one year at a time on the same rates and on the same terms and conditions on providing satisfactory and efficient services.

27) The functional control over the personnel deployed by the agency will rest with this office and the disciplinary administrative control will be with the agency.

28) This office may require the agency to dismiss or remove from the site of work, any person or persons, employed by the agency, who may be incompetent or for his/ her/their misconduct and the agency shall forthwith comply with such requirements. The Agency shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

29) The manpower so engaged by the agency shall wear appropriate uniform of standard quality and wear a badge displaying of his/ her name, while on duty. The said uniform and badge shall be provided by the agency at his own cost.

30) The agency shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations. The agency shall make all rounds statutory compliances regularly in respect of the personnel deployed under this contract. DMC&H shall not be liable for breach of any Labour Laws or any other Laws for the time being in force. The agency shall not be entitled to any other claims which are not included in the contract. Further the agency may also be asked to produce the record of compliance of central and state labor welfare provisions and such production of documents/compliance is must and binding.

31) This office will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.

32) The person or institution to whom the contract is given is bound to abide by the instructions on Cleaning and Sanitation matters issued by the Institute from time to time.

33) List of records to be maintained by the agency for operations in DMC&H shall be subject to scrutiny/inspection by the authorised officer of DMC&H.

34) The rates for manpower that may be required for the proposed services shall be the rates as per latest minimum wage structure of Assam State Government as amended from time to time.

35) The Agency should not allow its employees to participate in any trade union activity or agitation in the premises of DMC&H as the cleaning services in hospital is covered under the Essential Services Maintenance Act. The agency will be responsible for such conduct of the persons engaged by it under the contract which will be conducive for maintaining the harmonious atmosphere in the DMC&H premises.

36) Termination of Contract: The contract will be terminated in case the conditions in the agreement are not fulfilled. The Contract with the agency can be cancelled by the Institute by giving one month's notice in writing due to deficiency in service by the agency. In case the agency desires to cancel the contract, he is required to give three months notice in writing to the Institute.

37) GST, as applicable from time to time, shall be borne by DMC&H.

38) Payment conditions: The agency will be primarily responsible for disbursement of monthly wages to its worker within ten working days from the wage period without waiting for the release of the wages bill from the principal employer. Monthly wages so paid by the agency will be reimbursed to them on receipt of the fund provided by the Govt. for maintenance of Cleaning and Sanitation services contract.

39) Resolution of Dispute: In the event, if any dispute arises touching any of the clauses of the terms & conditions of this tender, the matter will be referred to the Director of Medical Education, Assam whose decision shall be binding on both the parties.

40) The contractor shall perform the cleaning as per the standard operating procedures provided by the healthcare organisation.

41) No cleaning material and consumables shall be manually transported. Janitor's trolleys shall be used during cleaning activities.

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

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

43) It will be the responsibility of the contractor to provide the uniform of distinct colour and design as approved by the hospital authority and ensure compliance.

44) The contractor shall issue identity cards to its employees in consultation with Security officer of the Hospital 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.

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

46) The bidder should possess or procure needful Machines, Equipment, Tools & tackles and other material required for providing of the cleaning services *through highest level of hygiene and sanitation*. **The bidder should furnish the list of Cleaning Machine/Equipment/Tools and Cleaning Materials & Consumables equipment along with quantities to be used per month in carrying out the services work in the technical bid.**

47) Contractors or his/her representative should be present at the time of opening of Technical bid.

48) Penalty Clauses: In case the contractor fails to execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the Institute reserves the right to impose the penalty as detailed below:

<i>Offences</i>	<i>Penalties (In Rupees)</i>
<i>Not found displaying photo ID</i>	<i>100/- per instance.</i>
<i>Worker not in proper Uniform</i>	<i>500/- per instance.</i>
<i>Indulging in smoking/drinking/sleeping or any other misconduct during duty hours</i>	<i>1000/- with removal of the offender</i>
<i>Unsatisfactory performance</i>	<i>Individual Complaint: 1000/- per instance Adverse report by ad hoc Committee for inspection: 5000/- per instance Adverse Monthly report: 10,000/- per report</i>
<i>Machine out of order/deploying lesser no. of machines</i>	<i>2000/- per machine per day</i>
<i>Wrong/Improper chemical</i>	<i>5000/- per instance</i>
<i>Absenteeism/Under deployed</i>	<i>1000/- per instance</i>

EVALUATION METHOD

The successful bidder will be selected on combined evaluation of Technical and Financial Bid. 70% weightage will be given to Score on Technical Evaluation and 30% weightage to Score on Financial Proposal. It will be Quality cum Cost evaluation.

Technical Bid Evaluation Criteria

A technical bid evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub-criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below. 50 marks shall be minimum score for qualification in the technical bid. But bidders scoring minimum 30 marks in above Part 1 shall only be invited to make presentation to Committee Constituted by DMC&H to demonstrate their technical capabilities to perform the service.

Illustration 1 (for Technical Weightage)

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

Technical criteria and weightage matrix for evaluation (Total 100 marks)

S. No.	Criteria	Sub-criteria			
		Part I			
1	Total years of experience in the field of Cleaning services (Determined from years of incorporation) Firms less than 3 years' experience will not be considered.	<i>Minimum 5 years</i>	<i>>5 up to 10 Years</i>	<i>>10 up to 15 years</i>	<i>>15 years</i>
		5 marks	10 marks	15 marks	20 marks

2	Total Annual turnover in the Business of providing Cleaning services (determined from last year balance sheet)	>5 Crores Up to 10 Crores	>10 Crores up to 50 Crores	>50 Crores up to 75 Crores	> 75 Crores up to 100 Crores	> 100 Crores
		5 marks	10 marks	15 marks	20 marks	25 marks
3	Total number of manpower (Determined from Form 9A EPF & 5-Return of Contribution to ESI) provided by the firm.	Minimum 500	>500 to 2500	>2500 to 5000	>5000	
		5 marks	10 marks	15 marks	20 marks	
Part II						
4	Quality Certification Marks & work plan presentation	ISO- 1 mark SA (Social Accountability) 8000- 2 marks ISO 45001- 2 marks		Presentation of the work plan in consonance with the tender document and guidelines, not more than 15-20 min.		
		5 marks		30 marks		

Financial/ Price Bid evaluation Criteria:

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

Illustration 2

If, the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be **86** i.e. (56 Technical Score + 30 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3....)}$

Illustration 3

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

30×100 (lowest prices L1) / 125 (quoted prices – L2) = 24 (financial score)

*Therefore L2 Bidder shall have total value of **80** (56 Technical Value + 24 Financial Value)*

Financial Bid Evaluation and Determination of the Successful Bidder

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

BIDDER'S DETAILS FORM

Sl.No.	Particulars	To be filled in by the bidder
1.	Name of the Agency	
2	Details of EMD	
3	Details of Tender Fee	
4	Date of establishment of the agency	
5	Registration Details of the agency as Company/Partnership Firm etc. (Copy to be enclosed)	
6	Detailed office address of the Agency with office Telephone Number, fax Number and Mobile Number and name of the contact person	
7	Whether registered with and holding license from all concerned Government Authorities including LabourLicence/ ESI/EPF, registration under Contract Labour (Regulation & Abolition) Act 1970etc. (Copies of all certificates of registration/licence to be enclosed, as applicable)	
8	PAN/TAN/Service Tax/GST Number (Copy to be enclosed)	
9	Whether the firm is blacklisted by any Government, Department or any criminal case is registered against the firm or its owner / partners anywhere in India. (If no, a certificate is to be attached in this regard.)	
10	ISO 9001-2008 Certification	

SIGNATURE OF THE BIDDER WITH DATE & SEAL

ANNEXURE-II

**DETAILS OF EXPERIENCE/WORK DONE IN CLEANING OR SIMILAR
FIELD AS ON 31.03.2022**

S. No	Name of Organization with complete postal address	Type of Organization	Nature of Work	Period for which contract was awarded (From-To)	Proof Attache d at Page No.

(If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached).

SIGNATURE OF THE BIDDER WITH DATE & SEAL

CERTIFICATE REGARDING TURN-OVER OF BIDDER'S DURING THE LAST THREE FINANCIAL YEARS

I / We, M/s _____ the bidder for providing for Cleaning Services on annual contract basis, hereby confirm that the average annual turnover of the firm/company during the last three financial years, is Rs. 5 Crores or more. The financial year-wise break-up is given below:-

S. No	Financial Year	Annual Turnover for the Year
1		
2		
3		

SIGNATURE OF THE BIDDER WITH DATE & SEAL

CERTIFICATE BY CHARTERED ACCOUNTANT

I/ We _____, Chartered Accountants, certify that the figures regarding Annual Turnover for the Financial Years mentioned above in respect of M/s _____ are true and found correct as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT