

All India Institute of Medical Sciences, Rishikesh



Tender For Mechanized & Automated Cleaning service through GeM

All India Institute of Medical Sciences, Rishikesh

Email: tender@aiimsrishikesh.edu.in

General terms and conditions for Services (“GTC”):

All India Institute of Medical Sciences (AIIMS), Rishikesh, Uttarakhand, an apex healthcare institute established by an Act of Parliament of India under the aegis of the Ministry of Health & Family Welfare, Government of India, invites Online bids in two bid system for tender for Mechanized & Automated Cleaning service on L1 basis of the institute.

1. Bids shall be submitted online only at GeM Portal: <https://gem.gov.in/>. No hard copy of tender document is to be submitted at AIIMS, Rishikesh.
2. The complete bidding process is online. Bidders need to log in to the site through their user ID/password chosen during enrolment/registration.
3. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer/Bidders for the submission of the bids online through the GeM Portal at <https://gem.gov.in/>’.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. **Submission of Tender:** The tender shall be submitted online in two parts, viz., administrative/technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. **The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.**

The bidders must carefully follow the instructions:

6. After downloading/obtaining the tender documents, annexures, and appendices, the Bidder must review them carefully and submit all required information strictly in the attached annexure format (**as per check list for technical bid evaluation**). Submission in any other format may result in rejection of the bid.
7. If there are any clarifications, this may be obtained online through GeM, or through the contact details. Bidders should take into account the corrigendum/Addendum published, if any, before submitting the bids online.
8. It is construed that the bidder has read and agreed all the terms and conditions before submitting their offer. Bidders should go through the tender Annexure and appendices carefully and upload the documents as called for; otherwise, the bid will be rejected.
9. Bidders will need to comply with the formats required for submission.
10. Bidders should take into account the corrigendum/ addendum published from time to time before submitting the online bids.
11. Bidders should submit the EMD (5% of total contract value) in the form of a **Fixed Deposit Receipt (FDR)** or **Bank Guarantee (BG)** in favour of the **Executive Director, AIIMS Rishikesh** drawn on any nationalized or scheduled bank and payable at Rishikesh as specified in the tender. The original (Hard copy) should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender. Scanned copy of the document should be uploaded in the relevant places in GeM portal. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
12. Bidder, in advance, should get ready the documents to be uploaded as per requirement of GeM portal. It is

the responsibility of the bidder to ensure that uploaded scanned documents are legible.

13. The details of the Instrument physically sent, should tally with the details available in the scanned copy and the data entered during the time of bid submission. Otherwise, the submitted bid will not be acceptable.
14. The Bidder has to upload the required bid documents as indicated. Bidders to note that the very act of uploading their offers shall be deemed to be confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
15. The bidder has to upload the relevant files required as indicated. In case of any irrelevant files, the bid will be rejected.
16. If the prices bid format is provided in a spreadsheet file, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The price bid template must not be modified/ replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
17. Filling all the fields in both technical and financial bids is mandatory. Incomplete bids will summarily be rejected at the discretion of the Committee.

For any queries regarding the e-tendering process, the bidders are requested to contact as provided in the tender document.

1. Technical Bid

1.1. The documents are to be furnished by the Contractor/bidder along with **Technical Bid** as per the **Check list for technical bid evaluation**.

1.2. Financial Bid

Bidder must submit financial bid Online on GeM Portal only as per Annexure-F.

Deputy Director (Admin)
AIIMS, RISHIKESH
For and on behalf of Executive Director, AIIMS, Rishikesh

Service Specific Terms and Conditions (“STC”)

1. **Period of Contract:** The initial period of the contract shall be for 2 years, which may be further extendable up to 1 year, depending on the performance of the Agency and at the discretion of the Executive Director, AIIMS, RISHIKESH.
2. All the Technical Bid will be scrutinized by the evaluation committee constituted by the Executive Director to check all relevant documents for their authenticity, and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bid.
3. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period.
4. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), will be debarred to bid in tenders of the Institute.
5. The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the Work/Service.
6. The Tenderer shall be deemed to have satisfied itself before tendering as to the correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the Works/Services. **Where necessary, before submitting its Commercial Bid the Tenderer should inspect and examine the site and its surroundings and shall satisfy itself about the form and nature of the Site, the quantities and nature of the Work/Service and materials necessary for the completion of the Works/Services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its Tender.**
7. No extra charges consequent on any misunderstanding or otherwise shall be allowed.
8. The Successful tenderer will have to deposit a Bank Guarantee/ FDR of 5% of the contract value of the work by way of Bank Guarantee/FDR of the scheduled bank in favour of AIIMS, Rishikesh as per the prescribed format attached as Annexure-G payable at Rishikesh valid for 60 days beyond the expiry period of contract.
9. Each page of the tender documents and papers submitted, along with it, should be numbered, signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the AIIMS Rishikesh.
10. The Executive Director, AIIMS, Rishikesh, reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary for the benefit of the Institute.
11. The Executive Director, AIIMS, Rishikesh, reserves the right to reject all or any tender in whole or in part without assigning any reasons thereof.
12. The Executive Director, AIIMS, Rishikesh 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 conditions is not fulfilled, or any condition, including that of the conditional rebate, is put forth by the tenderer shall be summarily rejected.
13. **Abnormally Low Bids** In case the Bid price of the L-1 bidder, in combination with other elements of the Bid, appears so low that it raises material concerns as to the capability of the Bidder to perform the contract at the offered price, in such cases, AIIMS may seek written clarifications from the Bidder, including detailed price

analyses of the Bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bid document. After evaluating the price analyses, AIIMS may accept/reject the Bid/Proposal. In the case of predatory pricing as well, the above consideration of Abnormally Low Bids (ALB) may be considered.

14. Overwriting should be avoided. Correction, if any, should be made by neatly crossing out, initialing, dating and rewriting. Pages of the eligibility criteria document are numbered. Additional sheets, if any are added by the contractor, should also be numbered by him.

15. Signing of Tender: - Individuals signing tender or other documents connected with the contract specify:

(i) Whether signing as a "Sole Proprietor" of the firm or his attorney.

(ii) Whether signing as a "Registered Active Partner" of the firm or his attorney.

(iii) In the case of companies and firms registered under the Indian Partnership Act, the capacity in which signing, e.g. Secretary, Manager, Partner etc. or their attorney and produce a Copy of the document, empowering him to do so, if called upon to do so

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

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

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

18. Quality of Services:

All Services to be provided by the contractor shall be in conformity with the specifications laid down in the Contract. The services provided under the Contract must be of the highest quality and standard. In case the quality of the service provider is not as per the requirement of the specialized patient care areas of the hospital, it will be the sole responsibility of the contractor to replace the low-quality material and meet the satisfaction standards of the designated patient care area. Highest quality standards as per the ***KAYA KALP National Guidelines for Clean Hospitals Applicable (Attached as annexure 'A' to Tertiary Care Hospitals, Hospitals associated with Medical Colleges & Super- specialty Hospitals in India 2015*** issued by the Ministry of Health and Family Welfare Government of India shall be applicable.

19. Inspection of Services:

The Competent Authority/ representative will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications. The Competent Authority shall be entitled at any time to inspect the services.

20. Payments: -

The service provider shall submit the bill to the Faculty/Officer In-Charge for re-imbursement by 3rd of every month. Payment of bills for services rendered will be on reimbursable basis. Bills when submitted, shall be supported by the following documents: -

- (i) Certificate to the effect that ***“Conditions as envisaged Government of India Minimum Wages Act and other statutes on the subject have been complied with copies of the remittance such as EPF, ESI etc. shall be enclosed”***.
- (ii) The company will ensure that all their personnel should possess bank account and their salaries are remitted to their account.
- (iii) The rates quoted shall be inclusive of GST or any taxes levied by the Central or State Govt. or Local Body. The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, and shall hold well till completion of supply of the Services. Bills for Services supplied under this contract shall be prepared in triplicate by the Contractor at the end of every month. The payment of bills and other claims arising out of the Contract will be made by Account Payee Cheque drawn in the name of the Contractor or through E.C.S. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.
- (iv) Service provider shall make regular disbursements to the staff deployed in the Institute by the 3rd of every month through ECS or cheque in the presence of a representative of the Institute. For said purpose all staff deployed should have a valid bank account.
- (v) The Agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity; ESI etc. relating to Job executor deployed by it at AIIMS, Rishikesh site or for any accident caused to them. AIIMS, Rishikesh shall not be liable to bear any expense in this regard.

21. Forfeiture of Performance Security Deposit: -

If during the term of this Contract the Contractor is in default of the due and faithful performance of its obligations under this Contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS shall, without prejudice to its other rights and remedies hereunder or at the Applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS from recovering from Contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

22. Disputes & Arbitration: -

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

23. Legal Jurisdiction:

No Legal suit or other proceedings relating to performance or breach of Contract shall be filed or taken by the Contractor in any Court of Law except principal court of Ordinary Civil Jurisdiction at Rishikesh/Dehradun which shall have exclusive jurisdiction to the exclusion of any outside court.

24. Rights of the AIIMS, Rishikesh

The AIIMS reserves the right to suitably increase/ reduce the scope of work put to this Tender. In case item rate contract, the AIIMS does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative. Contract Document, interpretation of the Clauses by the AIIMS shall be final and bindings on all Parties.

25. Resolution of Disputes

- i.** If dispute or difference of any kind shall arise between the Purchaser/Consignee and the supplier in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- ii.** If the parties fail to resolve their dispute or difference by such mutual consultation within twenty- one days of its occurrence, then, unless otherwise provided in the SCC, either the Purchaser/Consignee or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India.
- iii.** In the case of a dispute or difference arising between the Purchaser and a domestic Supplier relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration to be appointed by the Executive Director, AIIMS Rishikesh. The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the Arbitrator shall give a reasoned award in case the value of the claim in reference exceeds Rupees One lakhs (Rs.1,00,000/-).
- iv.** Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., Rishikesh, Uttarakhand, India.
- v.** Jurisdiction of the court will be from the place where the Tender Document has been issued, i.e., Rishikesh, Uttarakhand, India.

26. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

27. Withholding and Lien in respect of sums claimed

- i.** Whenever any claim for payment arises under the contract against the supplier the purchaser shall be entitled to withhold and also have a lien to retain such sum from the security deposit or sum of money arising out of under any other contract made by the supplier with the purchaser, pending finalization or adjudication of any such claim.
- ii.** It is an agreed term of the contract that the sum of money so withheld or retained under the lien referred to above, by the purchaser, will be kept withheld or retained till the claim arising about of or under the contract is determined by the Arbitrator or by the competent court as the case may be and the supplier will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention.

28. Fall Clause

Fall clause is a price safety mechanism. The fall clause provides that if the contract holder reduces its price or sells or even offers to sell the contracted goods/services of identical specification and terms & conditions to that of the contract, at a price lower than the contract price, to any person or organization during the currency of the Contract, the Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the Contract and the contract amended accordingly.

29. Corrupt or Fraudulent Practices

1. It is required by all concerned namely the Bidder /Suppliers/ Purchaser/Consignee/End User etc. to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser: - defines, for the purposes of this provision, the terms set forth below as follows:
2. “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
3. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question; Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the purchaser if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.

30. Eligibility and Experience Criteria: -

1. Tenderer shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms shall be considered non responsive and shall be rejected without any further evaluation.
2. The Bidder shall have at least 3 years’ experience as on 31-07-2026 in last seven years of providing Mechanized Housekeeping services. Only registered and experience firm’s agencies having at least three years’ experience in the field of Sanitation & Mechanized Housekeeping services in a Central/State Govt. Hospital / National Importance hospital/ Reputed private hospital having not less than 500 beds capacity to handle jobs relating to Mechanized Housekeeping of large complexes. The bidder has to submit all the details of work that are ongoing or completed in the last three years till the last date of the submission of the bid.
3. 3 years Performance certificates of successful completion/execution of work within the last 7 years having a minimum 500 bedded hospitals are required to be enclosed, duly signed by the Head of the Institution or its representative.

4. Bidder should have Valid ISO 9001-2015 certificate.

Note:

- i. Work referred above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.
- ii. In case the completed work were of composite nature (Facility Management and Security), then specific split up of financial quantum used for Mechanized Housekeeping services only, shall be considered.
- iii. Completed work shall mean work under one contract with extension/s. Work considered should either have been completed.
- iv. Concluded or should have been more than one-year-old live contracts with extension/s, if any. In case of running contract, value of payment received till date of issue of certificate shall be the qualifying amount.
- v. Similar nature of work shall mean providing Mechanized Housekeeping services.

5. The average turnover of services provided by the bidder should not be less than Rs.Crores during the last three years (2022-23, 2023-24 and 2024-25), which is duly verified by Chartered Accountant.
6. The service provider shall provide non- judicial stamp paper of Rs.100/- duly attested by a notary as per Annexure-H.
7. Tenderer should enclose Certified Copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached) and ESI registration certificate.
8. Tenderer should submit latest copy of Income tax return for last three F.Y (2022-23, 2023-24, 2024-25) to be submitted.
9. Tenderer should submit Certified Copy of GST Registration, PAN Card and Registration of the firm which should be in the Name of the Tenderer, if applicable.
10. The bidder should possess solvency certificate/ financially sound certificate of amount of Rs. 5 (Five Crores) Crore in FY 2024-25 issued by the Bank. The solvency Certificate without date, seal and signature of the issuing authority shall be rejected.
11. Licenses: - Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the AIIMS a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the Performance Bank Guarantee is liable to be forfeited. Work order will be issued only after getting valid labour license.

Administrative and Technical Bid Evaluation Criteria

The Administrative and Technical Bid Evaluation Committee constituted by AIIMS Rishikesh shall evaluate the administrative and technical bids to determine their responsiveness to the tender requirements and eligibility criteria. Only bidders whose administrative and technical bids are found responsive and compliant shall qualify for financial bid evaluation. The financial evaluation shall be conducted on an **L1 (Lowest Bidder)** basis in accordance with the terms and conditions of the tender.

TECHNO – COMMERCIAL AND PRICE EVALUATION

1. The constituted bid evaluation Committee, on behalf of AIIMS, Rishikesh shall determine the substantial responsiveness of each bid in accordance with the terms and conditions of the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without any deviations as per the eligibility criteria.
2. The Committee's determination as to the substantial responsiveness or otherwise on each bid or consideration of a minor informality or non – conformity or regularity is final and conclusive.
3. The price bid of only techno – commercially responsive bids /items shall be evaluated by the bid evaluation committee after opening of the bids.
4. The bidder will further be liable for disqualification if it has:
 - i. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
 - ii. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
 - iii. If the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their application will be summarily rejected.
 - iv. Tenders not accompanied with required information and documents shall be rejected outrightly. Any request for subsequent submission/ alteration/ addition/ modification/ amendment/ extension of due date, etc. will not be entertained.
 - v. Technical Bids will be opened first. Technical Evaluation of the Tenders will be done and Tenderers who qualify in Technical Bid will be considered for opening of their Price Bid.

Check list for administrative and technical Bid Evaluation

The Administrative and Technical Bid Evaluation Committee constituted by AIIMS Rishikesh shall evaluate the administrative and technical bids to determine their responsiveness to the tender requirements and eligibility criteria. Only bidders whose administrative and technical bids are found responsive and compliant shall qualify for financial bid evaluation.

S no.	Details / Particulars	Uploaded (Yes/No)	Page No
1	Firm's Name and full postal address		
2	Name of the representative of the firm and his Telephone/Mobile No.		
3	Date of Firm's Registration with details.		
4	Firm's details (Corporate body, Company, Proprietorship, Partnership etc.)		
5	GST Registration Certificate showing clearly GST No. of the firm		
6	EPF Registration certificate with previous 6 months challan		
7	ESI Registration certificate		
8	PAN No. (enclose the attested copy of PAN Card)		
9	Labour License/Registration Number		
10	Valid ISO 9001-2015 certificate		
11	Whether the firm is medium, small or micro enterprises empaneled with MSME or larger enterprise or otherwise		
12	Previous experience not less than three years in the last Seven years (Pl. enclose the experience certificate)		
13	Average turn Over for last Three Financial Years (2022-23, 2023-24, 2024-25) (Duly signed by Chartered Accountant).		
14	Undertaking for acceptance of all Terms & Conditions		
15	Notarized affidavit on Indian Non-Judicial Stamp Paper of Rs.100/- that (i) No police case is pending against the Proprietor / Partner/ Director of the Firm/Company (Agency). (Indicate any convictions if any against the Company/firm/partner.) (ii) Proprietor/firm has never blacklisted by any organization. As per Annexure-H ((If you don't fulfil these criteria, your tender will be out rightly rejected.))		
16	EMD details		
17	Performance/Satisfactory certificate		
18	Income tax return (ITR) certificate (2022-23, 2023-24 and 2024-25)		
19	Solvency certificate/ financially sound certificate of amount of Rs. 5 (Five Crores) Crore in FY 2024-25 issued by the Bank		
20	All pages of bid document should be signed		

Special Instructions:

- a. Tendered rates shall be for completed work covering all operations, labour, carriage, machinery & equipment, any other taxes etc. (if any), wages, tools and plants transportation risks, overheads, general and special liabilities/obligations as mentioned and profits etc. Contractor shall pay necessary taxes, such as GST etc. as above to relevant authorities. It may be noted that the material and chemicals required shall be kept in the safe custody at designated place which will be allocated to the contractor.
- b. Wages Act. Minimum wages for all purposes of tendering and execution there of shall be rates as notified by Chief labour commissioner (Central). Revision of rates will be acceptable against submission of order/notification from time to time. Only Minimum wages for number of persons deployed will be revised as and when Minimum wages revision is notified by Chief labour commissioner (Central). Apart from this no other escalation on any component on any component is payable whatsoever.” This clause shall be operational for decrease in quoted/awarded amount on same analogy as above in case there is decrease in labour rates.
- c. All the materials/ chemicals / consumables brought to site shall be protected suitably duly Wrapped/packed& stored so as to avoid any damage during loading transportation/unloading & handling due to weather conditions etc. at any stage
- d. The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Executive Director, AIIMS, Rishikesh. In case of default Executive Director, AIIMS, Rishikesh may get the improvement done at the cost of agency without any notice.
- e. The contractor shall appoint exclusively for this work for each building depute one Supervisor round the clock with mobile phone and one Manager for all with mobile who shall coordinate with the concerned authorities as and when needed.
- f. The contractor shall arrange the necessary water supply fitting, flexible pipe etc. for taking water from the water taps provided in the building for the work of housekeeping at his own cost However water& electricity will be supplied free of cost.
- g. The tenderer should provide a sufficient number (*as per the KAYAKALP National Guidelines for Clean Hospitals area Applicable to Tertiary Care Hospitals, Hospitals associated with Medical Colleges & Super-specialty Hospitals in India 2024 issued by the Ministry of Health and family Welfare, Government of India*) of staff required for completion of the required scope of work. The staff in uniforms and badges as approved by Executive Director, AIIMS, Rishikesh only shall be allowed for duty. The workers shall be supplied with sufficient sets of uniforms by the contractor so that they wear them at all time and keep them clean. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
- h. 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 aforementioned services to be rendered to AIIMS and shall comply with all relevant labour laws as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify AIIMS against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS may be party or involved as a result of the contractors failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- i. The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of Award.
- j. The cost of maintenance of machine will be borne by the contractor.

- k. The chemicals should be Eco-friendly, Bio-degradable of international quality.
- l. For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipment, computers, etc., persons in charge of the outsourced facility of the respective area shall lodge a complaint with the concerned section mentioning the item replaced or repaired; otherwise, the responsibility lies with the outsourcing agency.
- m. There should not be any dust & dirt in and around the area assigned to the firm during the execution of work.

Date

(Signature of the Bidder)

Place

Along with Stamp of Firm/Company

ANNEXURE - G

Performa of Performance Bank Guarantee

In consideration of the Executive Director, All India Institute of Medical Sciences, Rishikesh (hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between AIIMS, RISHIKESH and ..(Hereinafter called "the said contractor(s) for the work of Contract Housekeeping Services (hereinafter

called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs.....only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

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

Dated the Day of for
(Indicate the name of the Bank

ANNEXURE – H

CRIMINAL LIABILITY UNDERTAKING

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

I.....S/o.....

Resident of

.....

do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of M/s.....
.....
2. No police case is pending against the Proprietor / Partner /Director of the firm/company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/company has never been blacklisted by any Government authority/ organization.

**Affirmation/Verification
By Notary Public**

**Name & Signature Seal of the
Participating Bidder/Company**

Scope of Work

- A. Area of Work:** -All open and covered areas of the Institute of AIIMS Rishikesh as per Schedule of AIIMS, Rishikesh (**Annexure A**) will be in the scope of housekeeping services to be provided by the contractor.
- B. Cleaning Services:** - The main objective is to provide a high level of a neat, clean, hygienic and presentable look to the entire area to keep the surrounding dust-free as per the details given in **Annexure-E**. The cleaning activities must be performed by following Standard Operating Procedures provided by AIIMS Rishikesh as per the details given in Annexure B. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staff deployed are dressed in neat and clean uniforms approved by the officials of AIIMS, RISHIKESH, who will also monitor the entire work and staff.
- C. Manpower - Manpower in the hospital shall be provided in accordance with the KAYAKALP National Guidelines for Clean Hospitals area – Applicable to Tertiary Care Hospitals, Hospitals Associated with Medical Colleges & Super-Specialty Hospitals in India (2024), issued by the Ministry of Health and Family Welfare, Government of India. Based on the bed strength (960 beds) of AIIMS Rishikesh Hospital, a minimum of 576 Sanitary Attendants shall be deployed.**
- Additionally, reliever manpower must be ensured on a daily basis to cover for staff on weekly off and those who are absent for both hospital and other areas of building.
- One Sanitary Supervisor (Skilled) shall be provided for every 12 -15 Sanitary Attendants.
 - Facility manager(s) shall be deployed to oversee the Sanitary Supervisors and monitor overall housekeeping operations.

Table: Eligibility qualification for different categories of manpower for sanitation services

S. No.	Designation	Eligibility/Qualification	Experience
1.	Facility manager	Graduate with skill development course in housekeeping/sanitation or in house structured training program or its equivalent	07 years in Supervision of sanitation in a recognized hospital or Institute.
2.	Floor Supervisor	Graduate with skill development course in housekeeping/sanitation or in house structured training program or its equivalent	05 years in Supervision of sanitation in a recognized hospital or Institute.
3.	Sanitary Attendant	10th Pass	Nil

However, the following manpower requirement is recommended according to the type of patient care area:

Note: -

A. Critical Areas of the hospital which like OTs, ICUs HDUs, Emergency procedure rooms need special focus and the guidelines of the **KAYAKALP National Guidelines for Clean Hospitals area Applicable to Tertiary Care Hospitals, Hospitals associated with Medical Colleges & Super-specialty Hospitals in India 2024 issued by the Ministry of Health and Family Welfare, Government of India** (https://mohfw.gov.in/sites/default/files/7660257301436254417_0.pdf) focusing on the Manpower

distribution per area cleaning frequency, cleaning techniques, Quality of the material adhering to the higher Standards should be strictly adhered.

B. A detailed SOPs *as per the KAYAKALP National Guidelines for Clean Hospitals area Applicable to Tertiary Care Hospitals, Hospitals associated with Medical Colleges & Super-specialty Hospitals in India 2024 issued by the Ministry of Health and Family Welfare, Government of India* shall be submitted by the vendor within 30 days of the award of the tender failing which a penalty of 1000/- Rs. Per day will be charged from the monthly bills of the vendor.

C. The Machines and Equipment as per the **Annexure C** will be handed over to the successful bidder in working condition for smooth operations in the Institute. Regular maintenance and upkeep of these machines will be the sole responsibility of the bidder, and he will return these machines in working conditions as provided at the beginning of the tender.

D. Any instruction from the Office of Medical Superintendent regarding the services also need to be strictly addressed. Further, the material supplied by the bidder will be examined by the committee constituted by the Institute. In case the material is not up to the mark or rejected by the committee it is the sole responsibility of the service provider to replace all the material within 48 Hours.

E. Vendor must make sure that all the Cleaning Materials and consumable items as per **Annexure D** are available in adequate quantity at all the places and at all the time, so that the services can be provided smoothly. The buffer stock of the material should be available in the hospital so that the services should not be hampered under any circumstances.

F. Daily Services: - Housekeeping/cleaning services should be provided round the clock on all days, including holidays, in the Hospital Area so that all areas are neat and clean all the time. Housekeeping staff has to do the following activities for all covered and open areas of the Hospital Complex.

- i. Cleaning, scrubbing and disinfecting bathrooms, toilets, washbasins, sanitary fittings, floors, etc., of all the areas, including at regular intervals on a daily basis.
- ii. Cleaning, sweeping, and mopping with disinfectant staircases, cabins, lobbies, reception, pantries, kitchen, canteen, corridor ceilings, Office Rooms, and training rooms at regular intervals on a daily basis.
- iii. Vacuum cleaning of all carpets and upholstered furniture.
- iv. Cleaning and dusting electrical switchboards, light fixtures, fans, air conditioner vents, nameplates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains, etc.
- v. Cleaning of dust bins including BMW bins, waste paper baskets, cobwebs, etc. and disposing of all collected refuse on a daily basis at regular intervals, i.e. 3 times.
- vi. All bins shall be washed and poly bags need to be replaced in all bins to avoid stains and clear them time to time.
- vii. Collect garbage in specified colour-coded bags from all bins and garbage bins existing inside the premises and shall dispose of at the designated area within the hospital.
- viii. Replacing of sharp containers whenever required.
- ix. Spraying room fresheners in all rooms on a daily basis at regular intervals.
- x. Cleaning and disinfecting all vitreous fixtures, including toilet bowls, urinals, sinks, toilet Seats, containers, etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re- stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc., after daily check-ups in the morning, afternoons and on a call basis during the daytime.
- xi. General waste, including dry single-use plastic items such as disposable cups, plates, and wrappers, shall be sent to the municipal corporation for disposal. Recyclable waste, including cardboard boxes and plastic bottles, shall be collected and managed as per instructions provided by the store department. Wet waste,

comprising food waste, kitchen waste, and garden waste, shall be collected, transported & processed for composting. The bidder shall be responsible for maintaining compost pits and managing daily wet waste disposal activities, including adherence to the prescribed waste handling schedule, until the final handover to the horticulture team. The vendor shall segregate scrap materials such as paper, cardboard, metal parts, and plastics, maintaining accurate records of the weight for each category. A daily register must be maintained, and monthly reports submitted to AIIMS authorities/ store department. All materials with scrap value shall be segregated, measured, and stored in accordance with institute guidelines/ store department. Valuable scrap must be stored separately in a designated area provided by store department AIIMS Rishikesh. Under no circumstances shall valuable scrap be disposed of as solid or bulk waste to the municipal corporation.

- xii. All the garbage collected at the designated points spread over the AIIMS, RISHIKESH is to be lifted in tractor trolleys as well as the general waste, which does not require incineration, should be cleared on a daily basis to municipality-defined yards of AIIMS, RISHIKESH Campus. In addition to this, the cleaning of garbage points is also the responsibility of the Contractor. If the garbage is not lifted as per the defined mode, a penalty of Rs. 1000/- on each failure occasion shall be imposed on the Contractor.
- xiii. Cobwebs in high and difficult-to-reach areas must be cleaned in a timely manner, ensuring compliance with hospital sanitation protocols. The task shall be carried out safely and efficiently using appropriate PPE.
- xiv. It is the responsibility of the contractor, to keep round the clock a housekeeping staff who is an expert in the clearance of chocking of sinks, washbasins, floor traps, Nahanni traps, EWC, IWC, P Traps, Rainwater pipes, sewer chamber & sewer lines, the chocking shall be cleaned within 2 (Two) hours after reporting the complaint. If there is any loss/ inconvenience to AIIMS, RISHIKESH owing to chocking, appropriate penalties shall be imposed on the contractor.

G. Dress Code: The manpower engaged by the firm for operation for the proposed work shall wear a distinct dress issued by the firm so that they can be easily identified. At least three sets of uniform (2+1 Winter) must be issued to the staff. It will be the responsibility of the contractor to provide the uniform and ensure compliance with this clause.

H. ID Cards: The firm shall issue their firms identity cards to its employees in consultation with security officer, AIIMS RISHIKESH. Staff engaged by the firm will always display the ID card while on duty, which can be checked randomly and non-conformance will invite a penalty.

I. The agency shall not engage the personnel below the age of 18 years.

J. Police verification of the staff is mandatory before deployment and proof of the same must be submitted to the Sanitation Dept. before they are pressed into service.

K. The firm shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards related to their scope of service.

L. Biometric Attendance System: The vendor/service provider shall register all the workers under the Biometric Attendance System. Subsequently, attendance marked in the biometric system (In or Out) shall only be utilized to calculate the salary of workers. (Shall be submitted with monthly bill).

M. Duty Roster: A duty Roster of all the workers shall be submitted to the concerned reporting officer, who shall verify the presence of concerned worker as per the Roster.

N. General Requirements and Documentation related to daily working: -

- i. Organizational structure and line of authority.
- ii. Housekeeping manual and all SOP (Standard Operating Procedures).
- iii. List of equipment used

- iv. Colour coding.
- v. On job training and documentation.
- vi. Description for each category of housekeeping.
 - vii. Courteous and polite behavior towards patients and hospital staff.
 - viii. Vaccination of all the staff.
- ix. Maintaining records of the outgoing amount of general waste.

o. Complaint book - A complaint book needs to be maintained by the service provider, which records all the complaint received from AIIMS Rishikesh. The complaints can be received in the form of verbal complaints, emails, WhatsApp messages, text messages, and walk-in rounds by authorities of AIIMS Rishikesh. It will be the responsibility of the vendor to submit the complaint closure report for all the complaints at the time of the submission of the bill, failing which the penalty as defined in the penalty clause will be applicable.

- i. The monthly checklist that will be shared after the award of contract shall be submitted with the monthly bills from all the areas.
- ii. Maintaining logs and checklists.
- iii. Female students or staff should be attended by female staff only.
- iv. Immediate replacement of on-leave staff.
- v. Rotation of staff if required.

a. Waste Disposal Management: -

- i. The contractor will prepare a flowchart indicating the method of collection/disposal, etc.
- ii. The contractor will train his staff for the collection/disposal work.
- iii. The garbage will have to be disposed of at least thrice a day.
- iv. The contractor will make arrangements to collect garbage in specified colour-coded bags as per Municipal corporation guidelines from all designated areas within the Hospital and other areas of Institute
- v. The contractor will make arrangements to collect general waste from the designated areas.
- vi. Supervision of collection of general waste by the outsourced agency. Ensure that all the dustbins are cleared daily.

b. Deep Cleaning Services: - The deep cleaning of the entire area will be done by the contractor daily as per the deep cleaning schedule prepared by the Hospital.

- i. Dusting of the entire area, including windows/windowpanes/doors/ledges, etc.
- ii. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaning of all floors, staircases, Fire Exits and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, glasses, removal of wash stains on walls, ducts, cleaning of roofs, porches etc.
- iii. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material. Deep Cleaning of all windows, glasses, curtains and grill with detergent/ cleaning agents.
- iv. Washing of outside area with High-Pressure Jet Machine.
- v. Clean all chrome fittings, glass frames, soap holders, etc., to a shiny finish.
- vi. The Contractor will make his own cleaning/deep cleaning schedule and will submit it to AIIMS, RISHIKESH concerned official.
- vii. The contractor will work in the specified area mentioned in the scope of work.

c. Housekeeping Monitoring and Control: - For better management and smooth services, the following monitoring mechanism will be adopted by the contractor: -

- i. **Toilets Checklist:** -This is to be attached to the back of each toilet door. It is to be daily filled up by the Contractor supervisor on duty.
- ii. **Management/Housekeeping Services Requirements/ Complaints Report:** - This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. All suggestions and complaints related to services or staff deployed by the contractor will be registered at the site on the computer provided to the Contractor and reported to the Deputy Director (Admin) of AIIMS, RISHIKESH. The contractor will take immediate action

to resolve the same failing which the Penalty Clause will be invoked.

- iii. **Housekeeping Services Complaint Register:** - This register is to be completed on the basis of information received by the Housekeeping Supervisor from AIIMS, RISHIKESH Officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from AIIMS, RISHIKESH etc. and necessary action is to be taken.
- iv. **Additional Scope Pertaining to Hospital:** -Housekeeping in hospital conditions is different from the housekeeping services in other commercial organizations. Housekeeping staff has to work between the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities, the housekeeping staff has to show his /her humanitarian concern. The cleaning materials used by the contractor should not be reactive to Kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, or ceramic fittings of toilets if it is found at any time that **any damages occurred due to the use of wrong chemicals the same shall be rectified on the risk and cost of the contractor.**

d. Cleaning of office/Consultant Rooms: -

- i. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- ii. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- iii. The offices shall be dry-dusted and swept after closing hours.
- iv. Vacuum cleaning shall be done on carpets and upholstery.
- v. The worktables shall be mopped with soap solution in the morning.
- vi. The office shall be mopped with soap solution in the morning.
- vii. Office staff rest rooms/toilets shall be cleaned using soap solution and kept odor-free using deodorizer.

e. Cleaning of Laboratory and other Critical Areas: -

- i. All the dustbins shall be washed and lined with colour-coded bags, and the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice a week.
- ii. Toilets/bathrooms shall be cleaned with soap solution and kept odor-free using deodorizer cubes.
- iii. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- iv. In the morning, the trash bag shall be changed when it is full.
- v. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.

f. Glass Windows, Doors & Aluminum Partitions: -

Thorough cleaning of all toilets with phenol, removing all dust and unwanted material, keeping dry, and cleaning of window grills/glass once a day. Naphthalene balls should be put in wash basins and toilets. Air purifiers, toilet rolls and liquid soap are to be provided by the bidder regularly to ensure continuous availability of the materials in the requisite place. Lifting, carrying and disposing of dead birds, animals, rats, insects, etc. if found in and around the hostel. Cleaning and sweeping of open area including balconies with dry mops and roof tops with Brooms

All glass windows, doors, and aluminum partitions of the Girl's Hostel and Boys' Hostel should be cleaned with appropriate soap solutions on a daily basis. Glasses shall be wiped with a dry cloth to remove fingerprints at regular intervals.

g. Garbage Disposal: -

The Contractor shall collect garbage in specified colour-coded bags from all dustbins and garbage bins existing inside the premises and shall dispose of the garbage at the designated area as notified by the Rishikesh Municipal Corporation and Uttarakhand Pollution Control Board. The Contractor's quoted rates should include all the consumables and items including polybags for general waste (Green & Blue). No extra payment whatsoever will be

made on this account.

Polybags replacement:- All polybags shall be replaced in all designated bins by service provider.

h. Underground & Overhead Water Tanks: -

The Contractor shall clean & disinfect the underground & Overhead tanks periodically after emptying the water from the tanks as per instructions given by the engineering section of AIIMS Rishikesh. The Contractor's quoted rates should be inclusive of this item. No extra payment whatsoever will be made on this account.

i. Washing & cleaning of office chairs, sofa and other office furniture should be done as instructed.

j. Terrace Cleaning: -

The Contractor shall clean the terrace of all buildings in AIIMS Rishikesh Campus once every month, or as instructed by the engineering department. The Contractor's quoted rates should be inclusive of this item, and no extra payment whatsoever will be made to this account.

k. Deployment of personnel for office desk job: -

The service provider shall deploy adequate and qualified personnel to perform office desk duties associated with sanitation services management. These personnel will be responsible for administrative support, record maintenance, scheduling, reporting, and coordination of on-ground sanitation staff.

The key responsibilities will include, but are not limited to:

- Maintaining daily attendance records of sanitation staff.
- Preparing duty rosters and monitoring shift schedules.
- Updating and filing all cleaning schedules, checklists, and compliance reports.
- Managing inventory and requisition of sanitation materials and supplies.
- Preparing monthly, quarterly, and annual sanitation performance reports as per hospital requirements.
- Coordinating with hospital departments to address sanitation-related complaints and service requests.
- Assisting the sanitation supervisor in quality checks and documentation during internal and external audits.
- Maintaining communication with facility management and reporting any issues promptly.

The personnel deployed for desk duties must be:

- Proficient in basic computer operations (MS Office, Email, Data entry).
- Familiar with sanitation and facility management terminologies.
- Able to communicate effectively in English and Hindi.
- Neat in appearance and professional in behavior.
- **Minimum Qualification:** Graduate or Diploma Holder with basic IT skills and at least 1–2 years of experience in administrative work related to facility or sanitation services.
- The deployed staff must be available during hospital working hours and shall work under the direct supervision of the designated hospital authority.

l. Instructions for Contractor:

- a. The persons deployed by the contractor should be properly trained, have requisite experience and have the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.
- b. The contractor will be responsible for supply/installation / refilling / maintenance of all such items equipment's used in wash rooms for housekeeping purposes.
- c. The contractor must employ adult labour only. Employment of child labour will lead to the termination of the contract. The contractor shall engage only such workers, whose antecedents have been thoroughly verified.
- d. AIIMS, Rishikesh, 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.
- e. In case of breach of any terms and conditions attached to the contract, the Bank Guarantee of the contractor will be liable to be forfeited by AIIMS, Rishikesh besides annulment of the contract.

- f. The contractor has to provide standard liveries to its housekeeping staff (3+1 winter uniform). The staff shall be in proper uniform provided by the contractor but approved by AIIMS, RISHIKESH with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of competent authority.
- g. AIIMS, Rishikesh 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., Biometric attendance machine, computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue. The Contractor shall provide a data entry operator for data entry of data related to all the staff in CPMS/software of the Institute for staff deployed by the agency of materials and equipment's, etc.
- h. The contractor will install biometric attendance machines at their cost. The monthly attendance will be submitted to the AIIMS Rishikesh Authority along with the original Biometric machine printout.
- i. AIIMS, Rishikesh will provide space for a store room to the contractor in the premise of the Institute. The store keeper deployed by the contractor will store all their liveries, materials, equipment's in the store room and maintain a computerized record of the stores which shall be opened to inspection by AIIMS, RISHIKESH staff during working hours.
- j. Once the housekeeping staff is allotted an area of work, he or she will be under supervision of the Nursing Staff I/C/Supervisor/Officer of that area i.e. wards/ IPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the Nursing Staff I/C/Supervisor/Officer. All instruction given by Nursing Staff I/C/Supervisor/Officer should be considered in the scope of work.
- k. **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 circumstances which may influence or affect 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. Regular training will be done by the infection control team. All the new joining staff will be trained by the infection control team.
- l. Staff deployed by the agency will not enter in any financial transaction with patients/attendants of patient's malpractices.
- m. Bidder will not enter into financial transactions with any staff deployed (except salary/ statutory dues).

m. Contractor's Responsibilities

- a. **Cleaning Materials:-** Cleaning Materials:- All the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants, three bucket trolley, General waste polybags, and all the related consumables that will be required in specialized patient care areas like OPD, Wards, ICU, OTs, other hospital campus area like hostels, open area, medical college, residential quarters and all other areas within the campus of AIIMS Rishikesh will be provided by the contractor, no extra payment shall be entertained.
- b. The contractor shall employ semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.
- c. The Contractor shall provide its staff, a minimum of three sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.
- d. Contractor shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.

- e. The contractor shall ensure quality work in planned and time bound manner. Any sub-standard material/ work beyond set out tolerance limits shall be summarily rejected by the Executive Director, AIIMS, Rishikesh.
- f. All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document.
- g. AIIMS, Rishikesh shall not be responsible for any loss of material used by the contractor at site. After execution of work, contractor shall store the cleaning Material & equipment in proper organized manner so as not to give any ill appearance to the Hospital.

Date: Signature of the Bidder

Place: Stamp of Firm/Compa

Annexure A - WORK SCHEDULE

THE GUIDELINES OF CLEANING PROCES ARE AS UNDER):

In brief the buildings and the surrounding areas under contract should be neat, clean, tidy round the clock and in optimum hygienic & sanitary conditions of high standard as required for AIIMS Rishikesh Hospital and its campus.

The successful bidder shall be responsible for cleaning as well as security of the toilet fixtures handed over at the time of starting the contract. In case any item/fixture is stolen from the toilets, the penalty will be imposed on the successful bidder.

To control the pilferage, the successful bidder shall deploy the manpower accordingly for the cleaning of the toilets in the ward-block and OPD etc. of the hospital complex. No exception is to be made based on the gender of the manpower. Every manpower will have to do toilet cleaning.

<i>High dependency units</i>	<i>Moderate risk area</i>	<i>Low risk area</i>
<i>Operation theatre units including recovery area – Major & minor</i>	<i>Medical and allied wards</i>	<i>Departmental areas/office areas</i>
<i>Intensive care units/ Cardiac care units/Neonatal ICU etc.</i>	<i>Laboratory areas</i>	<i>Outpatient department</i>
<i>High dependency units</i>	<i>Blood bank</i>	<i>Non sterile supply areas</i>
<i>Emergency department/casualty</i>	<i>Pharmacies</i>	<i>Libraries</i>
<i>Labour room</i>	<i>Dietary services</i>	<i>Meeting Rooms</i>
<i>Post-operative units</i>	<i>Laundry services</i>	<i>Medical records section</i> <i>Surgical wards</i>
<i>Surgical Wards</i>	<i>Mortuary</i>	<i>Stores section</i>
<i>Central sterile supply department/Theatre sterile supply unit</i>	<i>Nurses/ Doctors rest rooms</i>	<i>Manifold services/room</i>
<i>Radiation Treatment Areas</i>	<i>Rehabilitation Areas</i>	<i>Telephone rooms, electrical, mechanical, External surroundings</i>
<i>Chemotherapy ward/room</i>	<i>Psychiatric wards</i>	
<i>Renal Dialysis facility</i>		
<i>Burn Units</i>		
<i>Isolation wards/ rooms & attached internal areas like bathrooms / toilets</i>		

Cleaning frequency, level of cleaning/disinfection and evaluation/auditing frequency according to the type of functional area risk category:

Functional Area Risk Category	Frequency of cleaning	Level of cleaning/disinfection	Method of cleaning/Disinfection	Evaluation/auditing frequency
High risk areas	Once in two hours and spot cleaning as required	Cleaning and Intermediate level disinfection	Cleaning with soap & detergent plus disinfection with alcohol compound, aldehyde compounds (Formaldehyde, glutaraldehyde) hydrogen peroxide and phenolics (not feasible in the nurseries)	Weekly or monthly if cleanliness of high standards is maintained as certified by Officer I/C Sanitation and Infection Control Team
Moderate risk areas	Once in four hours and spot cleaning as required	Cleaning and low-level disinfection	Cleaning with soap & detergent plus disinfection with aldehyde compounds (Formaldehyde, glutaraldehyde) hydrogen peroxide phenolics	Once in a month or once in two months if cleanliness of high standards is maintained as certified by Officer I/C Sanitation and Infection Control Team
Low risk areas	For areas working round the clock at least once in a shift or in areas having general shift at least twice in the shift & Spot cleaning as required	Only cleaning	Physical removal of soil, dust or foreign material followed by cleaning with water and detergent foreign material followed by cleaning with water and detergent	Once in three months

Provisional Routine Cleaning Schedule

Public Area Washroom			
S.No.	Activity	Frequency	Agents used
1	Cleaning	Every 2 hour	Germicide, or any AIIMS, Rishikesh-approved disinfectant
2	Washroom & wash basins cleaning	Hourly basis and as and when required	Germicide, or any AIIMS, Rishikesh approved
3	Garbage Removal	Thrice a day/ when bags are 3/4 full	As per the guidelines
4	Dry Mop	Thrice a day	Feather Brush
5	Dusting	Thrice a day	Z colour duster
6	Mopping	Thrice a Day	Germicide, or any AIIMS, Rishikesh-approved disinfectant
Hospital (OT Area)			
S.	Activity	Frequency	Agents used
1	Garbage	As per case and requirement	As per the guidelines
2	Dry Mop	As per case and requirement	Feather Brush
3	Dusting	As per case and requirement	Z colour duster
4	Mopping	As per case and requirement	Germicide, or any AIIMS Rishikesh approved disinfectant
5	Washroom washbasins cleaning	As per case and requirement	Germicide, or any AIIMS, Rishikesh approved disinfectant
Hospital (ICU Area)			
S.	Activity	Frequency	Agents used
1	Garbage Removal	Four to five times a day/ when bags are 3/4th Full	As per the guidelines
2	Dry Mop	Every Four hours and as per case and requirement	Feather Brush
3	Dusting	Every Four hours and as per case and requirement	Z colour duster
4	Mopping	Every Four hours and as per case and requirement	Germicide, or any AIIMS Rishikesh approved disinfectant
5	Washroom washbasins cleaning	Every Four hours and as per case and requirement	Germicide, or any AIIMS, Rishikesh approved disinfectant
Hospital (Ward Area)			
S.	Activity	Frequency	Agents used
1	Garbage Removal	Four to five times a day/ when bags are 3/4 th Full	As per the guidelines
2	Dry Mop	Four times a day	Feather Brush
3	Dusting	Four times a day	Z color duster
4	Mopping	Four times a day	Germicide, or any AIIMS Rishikesh approved disinfectant
5	Washroom washbasins cleaning	Four times a day	Germicide, or any AIIMS, Rishikesh approved disinfectant

In addition to routine cleaning, following Deep Cleaning Schedule should be followed as per below roster:

DEEP CLEANING ROSTER				
S.No.	SHIFT			
	MORNING	EVENING	NIGHT	DAY
1	Major OT Complex, CTVS OT Labour OT Surgery-1, Radiotherapy, Med. ICU, Cath Lab, Ramp Deep Clean, Chamber A, B, C Rain Basera, Glass Cleaning (A,B,C Block Front Area Glass Cleaning)	Full Day	Registration Area Corridor, All Common Washroom (OPD + All IPD) Lift Area Cleaning	SUNDAY
2	LEVEL-6	C-1, C-2, C-3, C-4, C-5, C-6 And Corridor Area Cleaning	Reception Area All OPD/IPD Common Toilet	MONDAY
3	LEVEL-6	B-4, B-6 And Corridor Area Cleaning	Reception Area All OPD/IPD Common Toilet	TUESDAY
4	LEVEL-5	C-1, C-2, C-4, C-5, C-6 DSA Lab Corridor Area Cleaning	Reception Area All OPD/IPD Common Toilet Lift /Lobby Area Cleaning	WEDNESDAY
5	LEVEL-5	B-1, B-2, B-4, B-5 Corridor Area Cleaning	Reception Area All OPD/IPD Common Toilet	THURSDAY
6	LEVEL-4	C-1, C-3, C-5, C-6 NICU B-1	Reception Area All OPD/IPD Common Toilet	FRIDAY
7	LEVEL-4	B-1, B-3, B-4, B-5, PICU Ward B-5 Pulmonary Ward B-6	Registration Office All OPD/IPD Common Toilet	SATURDAY
8	Major OT Complex, CTVS OT, Labour OT Surgery-1, Radiotherapy, Med. ICU, Cath Lab, Ramp Deep Clean, Chamber A, B, C, Rain Basera, Glass Cleaning (A,B,C Block Front Area Glass Cleaning)	Full Day	Registration Area Corridor, All Common Washroom (OPD + All IPD) Lift Area Cleaning	SUNDAY
9	LEVEL-3	B-3, B-4, B-6, And Corridor Area Cleaning	Reception Area All OPD/IPD Corridor/Lobby Common Toilet	MONDAY
10	LEVEL-3	Eye Bank, Advance Urology, IVF C-Block Corridor Area	Reception Area All OPD/IPD Corridor/Lobby Common Toilet	TUESDAY

11	LEVEL-2	Lab, Sample Collection, Nuclear Medicine C-6 B-Block Corridor Area	Reception Area All OPD/IPD Corridor/Lobby Common Toilet	WEDNESDAY
12	LEVEL-1	Radiology, IWCC, Pet, Scan, CSSD	Reception Area All OPD/IPD Corridor/Lobby Common Toilet Lift Area	THURSDAY
		DH, Gas Plant, Corridor Area Radiation Oncology (Bunker Area)	Reception Area All OPD/IPD Corridor/Lobby Common Toilet Lift Area	FRIDAY
14		Radiation Oncology(Bunker Area) Outer Area	Reception Area All OPD/IPD Corridor/Lobby Common Toilet Lift Area	SATURDAY
15	Day Care /Ramp Cleaning	Full Day	Trauma OT/Emergency/Trauma Central OPD/TICU	SUNDAY
16		Central Store/Registration Center	Billing Counter/All Washroom	MONDAY
17		D-1, D-3 Corridor Area Cleaning	Reception Area All Washroom Trauma/OPD/IPD	TUESDAY
18		D-4, D-6 Corridor Area Cleaning	Reception Area All Washroom Trauma/OPD/IPD/Lift	WEDNESDAY
19	Full Day Repeated within 15 days	Roof Top Cleaning/Stairs/Corridor Area	Reception Area All Washroom Trauma/OPD/IPD	THURSDAY
20	Full Day	Langar Area Building No.- 18,20 Outer Area	Reception Area All Washroom Trauma/OPD/IPD	FRIDAY
21		Center for Advanced Pediatric care unit /Hyper boric Area	Reception Area All Washroom Trauma/OPD/IPD/Lift	SATURDAY
22	Day Care /Ramp Cleaning	Full Day	Trauma OT/Emergency/Trauma Central OPD/TICU	SUNDAY

Note: - The deep cleaning schedule is tentative and may change as per the requirement of the hospital. The deep cleaning schedule is an addition to the routine cleaning work.

Additional conditions: -

Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) as per the enclosed list in tender form should be followed.

Materials and chemicals of approved quality shall be used. The consumption of materials/chemicals shall be regulated as per the manufacturer's specifications.

Chemical should be approved from MSDS report.

Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.

Penalties: -

- I. The contractor has to execute the work/services within 2 weeks of award of work, in case the contractor fails to commence/execute the services as stipulated in the agreement or there is a breach of any terms and conditions of the contract AIIMS RISHIKESH reserves the right to impose the penalty as detailed below:
 - I. 1% of cost of order / agreement (Annual cost to Institute) per week, up to 2 weeks delay.
- II. After 2 weeks delay, Principal Employer reserve the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor may be blacklisted as per clause stated above and the difference in the service rates/charges if any will be recovered from the contractor.
- III. The performance bank guarantee deposited by the contractor shall be forfeited.
2. For any breach of contract, the Medical Superintendent/ Addl. M.S/Officer in charge of sanitation., or a nominated Officer in-charge sanitation or a committee duly constituted by the aforementioned officials shall be entitled to impose a penalty of Rs. 10000/- on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein.
3. If during the inspection, the workers are not found in proper Grooming, without uniform & ID Card, a penalty of Rs.500/- per employee will be charged per instance per day.
4. It is mandatory that the Supervisors / Attendants should be present in accordance with their duty roster & duty timing. If the same is found to be absent, an alternative arrangement needs to be done within 1 hour, failing which a penalty of Rs. 1000/- per instance will be charged.
5. If the personnel found inebriated or indulging in drinking/alcohol during duty hours, a fine of Rs 5000/- and removal from service. Any Employee found using any form of tobacco/Smoking or any other habit inside the campus hindering the service quality of the AIIMS Rishikesh, a penalty of Rs. 2000/- per instance will be charged.
6. If the quality of work is found unsatisfactory or any such complaint in this regard is registered either by patients or the hospital staff, a penalty of ₹2000/- for the inside area of the workplace will be charged to the contractor per instance per day.
7. If the contractor fails to clear & dispose of the garbage on any day & any location, the penalty shall be imposed @2000/- per day/location, and garbage may be disposed of at his risk & cost.
8. If the contractor fails to supply adequate cleaning consumables, supply of sub-standard quality or bypassing the specifications as mentioned in **Annexure D**, the penalty shall be imposed @5000/- per instant/location.
9. If the trolleys are found to be broken or otherwise cracked hampering movement, closure or exposing the waste bags within them, a penalty of Rs 1000/- will be imposed on the firm per trolley per day until the broken trolleys are replaced or repaired.
10. If personnel are found physically forcing the bags into the trolleys and resorting to hopping or jumping on them it will invite a penalty of Rs. 1000/- per instance.
11. The firm has to submit the needle stick injury report to the concerned sanitation officer. Non reporting of needle stick injury: Rs 5000/- per instance per day of non-reporting (applicable retrospectively as well)
12. If any complaint is received about the routine cleaning within two hours of schedule time a penalty of Rs 1000/- will be imposed on each occasion.
13. If any complaint is received about the general waste not having been removed two hours of schedule time a penalty

of Rs 1000/- will be imposed on each occasion.

14. All machines/equipment deployed under the contract shall be maintained in proper working condition and achieve a minimum uptime of **95%** during the contract period. The permissible downtime shall not exceed **5%**. In the event that the uptime falls below 95%, a penalty of **₹5,000 (Rupees Five Thousand only) per day per machine** shall be imposed for the period of non-compliance.
15. Non collection of waste from any collection point within 24 hours- Rs 10000/- per instance per collection point.
16. Non availability of on duty supervisor at the designated place /: Rs. 1000/- per instance
17. Non-immunization or non-availability of records for immunization: Penalty of Rs. 1000/- per worker per day.
18. The regular training sessions need to be carried out by the Contractor at least on quarterly basis. The record of the same has to be maintained and share with the concerned Sanitation officer. It will be responsibility of the contractor to train all prospective workers involved in the contract. No untrained worker shall be deployed by the contractor, in case untrained worker found working, penalty of Rs. 5000 per worker shall be levied.
19. Health check-up and health card not done/made within 1 month: Rs. 1000/worker/day.
20. Non-maintenance/non-availability of records- Rs. 1000/- per day.
21. Non-conformance to PPE use-Rs2000/- per instance.
22. If the personnel working for the assigned work is not found in proper uniform and displaying their photo identity card, a fine of Rs. 1000/- per instance will be imposed.
23. In case if any worker is found working for more than one shift in 24 hours, then a penalty of Rs.10000/- per worker per instance shall be imposed.
24. Any staff found or involved doing pilferage of institute property / housekeeping & plumbing items/ If any complaint of misbehavior and misconduct by personnel of the service provider comes to the knowledge of the institute authorities the penalty shall be imposed @5000/- per instant/location excluding the prize of the item. Prize of the item to be billed separately. For repeated instances the employee should be removed & blacklisted from the service immediately.
25. In case of under deployment of manpower as per the KAYAKALP guidelines, a penalty of Rs.1000 per less employee per day for the entire deficit numbers will be imposed.
26. The Sanitation Officer/ Infection Control Nurses will supervise, oversee and implement as per existing guidelines
27. AIIMS RISHIKESH reserves the right to penalize the firm & penalties will be deducted from monthly bill payouts. Recurring of irregularities given above the penalties will be double charged.

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

1. The Contractor shall employ Skilled, Semi-skilled and unskilled labour to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority. The Supervisors/ Sanitary Attendants deployed by the firm/contractor should be experienced person with minimum educational qualifications as tenth pass for Sanitary Attendant and graduation for Supervisors & should be able to read and write in English.
2. The contractor shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.
3. The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with name plate & badges.
4. The employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, neat shaved etc.
5. Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every year shall be provided starting from the date of start of work.
6. The Contractor shall provide its staff, a minimum of three sets of uniforms.

Date: Place:

(Signature of the Bidder) Along with Stamp of Firm/Company

Annexure B – Area wise Standard operating procedure for Cleaning

Standard operating procedure of cleaning of General/Low risk area.

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

- Public areas and public toilet
- Waiting areas
- Corridors
- Basement
- Staircases & Fire exits
- Elevators, stairs ,ramp
- Kitchen & Dietetics Department

Activity	Material Used	
Dusting	Damp Duster with 0. 1% Hypochlorite	
Hovering	Vacuum Cleaner	
Scrubbing	1%	Hypochlorite solution
Mopping	0.5%	Hypo chloride / Mikrobac Forte

Description: -

- Remove all garbage from the dustbins.
- Dust the entire area with a damp cloth or when necessary, with 0. 1% Hypochlorite solution.
- Vacuum cleans the entire area.
- Mop the floor with 0.5% Hypo Chloride/Mikrobac Forte.
- After each shift mops should be dip into 1% Sodium Hypo chlorite for 20 minutes before re-use.
- Scrubbing of the above-mentioned areas to be done thoroughly every Weekly with 1% Hypochlorite solution
- Spiral solution.
- Polished area needs to be buffed on daily basis.
- Through cleaning of the areas to be done once in a week.
- Maintenances to be noted in checklist and fed in the computer on daily basis.

Standard operating procedure of Corridor cleaning: -

Objective: To clean corridor within the facility safely and with as little interference as possible with daily activities and to minimize the potential risk associated with wet floor.

Description:

- Place “Wet floor” caution signs at both ends of corridor to alert staff and visitors to a potential risk.
- Brush the floor with feather duster.
- Check the cobwebs in and around the wall and pillars.
- Wet mop all corridor, covering only half of the width at time. This allows safe foot traffic at all times.
- Wet mop the remaining half of the corridor only when the first half has dried completely.
- React to an emergency code in the area being cleaned by moving all equipment and supplies (except “Wet floor” signs, which should remain in place to mark potentially slippery areas) out of the main traffic area to avoid interfering with emergency personnel.

Standard operating procedure for Elevator Cleaning: -

Objective: To clean elevator cars, tracks, interiors and exterior of doors safety with as little inconvenience to the passengers.

Material required

- Step ladder
- Rags
- Dust Mop
- Bucket with wringer
- Wet Mop
- Disinfectant detergent
- Hand vacuum
- D-7/Steel polish
- Small brush
- Rubber gloves

Description:

- Take the elevator to a non-patient, non-public floor for cleaning and turn off with key.
- Mix Disinfectant detergent in pail and bucket.
- Remove the light diffusers carefully & clean with damp cloth soaked in disinfectant detergent. Wipe dry to prevent streaking and replace.
- Dust mop the floor.
- Vacuum the tracks with vacuum equipped with crevice tool.
- Spray D-7 into the stainless walls if wall is stainless, rinsing thoroughly with warm water, then apply very thin coat of baby oil and buff it properly.
- Clean channel on regular basis.
- Weekly cleaning with cleaning kit as per standard practice.

Standard operating procedure of cleaning the STAIRCASES: - Objective

To clean staircases with as little inconvenience to the users

Description:

- Dusting of stair case railing.
- Sweeping with feather brush/vacuum clean. Corners cleaning weekly.
- Pay attention to hand marks, smudges, and snuffs on the railing and glass panels.
- Finally mop the floors.
- Report any maintenance requirement to the supervisor immediately.
- Hourly mopping/touch up with hand mop to be given to maintain it.
- Heavy cleaning and scrubbing should be carried out at night.
- Check corner properly for the dirt.
- Check for the cobwebs on regular basis.
- Check the duct on regular basis and clean properly.

Standard operating procedure of window cleaning: -

Object: To maintain a clean and smudge-free surface on interior and exterior glass and mosaic tiles (Excluding item covered in Item No. 3 of Schedule- 1).

Equipment: R-3 Squeeze with handle, Window cleaner, small plastic bucket, clean rags Sponge, Glass scraper, Window brush

Description:

- Prepare window cleaning solution
- Place window brush into solution
- Apply solution to window surface using 's' strokes.
- Use squeegee, starting at bottom corner and working upward along outside edge, across top, then downward using 's' stroke.
- Dry squeegee blade as needed with clean dry cloth

- Remove any solution remaining on window frames or ledge with clean cloth.
- Clean equipment and store properly.
- Some areas may require the use of a glass scraper to remove tough stains.

Standard Operating procedure of cleaning the Consultant Room/Faculty Room: -

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

Description:

- Open the room
- Open the blinds, Check cords / louvers etc.
- Check the air conditioning, water supply, light, partition curtains etc.
- Note down damage or missing items. Inform supervisor if anything misplaced, damaged or needing repair.
- Remove garbage from garbage bins & change garbage bags.
- Clean the room with feather brush and dustpan.
- Make the examination bed with fresh stain free linen.
- Dust items located on wall & high area clockwise and anti-clock wise around the room.
- Items include: - picture frame, light fixture, & glass panes & ledge.
- Check for the cobwebs in and around the wall and pillars.
- Dust air conditioning vents with feather brush.
- Dust the table beginning with top surfaces and working your way down to the base & legs.
- Chairs / sofa repositioning.
- Wipe down light switches & clean any smudges on surrounding wall areas.
- If there is any stain on the wall, please try to remove it if can be removed if not in form engineering for touch up.
- Scrub floor with spiral and scrubbing machine.
- Remove the water with wet vacuum.
- Wash flask, tray, and glass.
- Replace tissue box, Fill up the soap solution.
- Mop the room with disinfectant.
- Take one last look to see everything is in order, clock is working etc.
- Spray a whiff of freshener and close the room door.
- Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

Standard operating procedure for toilets cleaning: -

Objective: To provide clean, hygiene and bacteria free toilet to the patient and for our guests.

Material/Chemicals used: - as per the table given below/ 1% Hypochlorite

Description:

- Check all maintenance in washroom.
 - Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely.
- Scrub toilet bowl from inside and outside
- Wiping of all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Cleaning of mirror with R-3, frame edges and also to ensure proper cleaning of ducts inside the washrooms.
- Scrub & Mop washroom floor from inside to outside.
- Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener.
- Sign on toilet check list behind washroom door.

Standard operating procedure for cleaning the structural glazing/curtain glazing of desired area: -

Objective: To provide clean environment to the visitors, patients & out guests regularly.

Cleaning of fixed glass panes/ structural glazing/exterior mosaic tile area curtain glazing of desired area from out sides, using Spiderman method, including cleaning on Polycarbonate sheds provided on all hospital areas.

Material/Chemicals used: - Dynamic rope, Seat harness, Gri Shunt, Suction pad, Cleanser (all clean), brush, Wiper, Scraper, Helmet, Bucket

Description:

- Check and inspect all personal protective equipment (PPE) such as harnesses, ropes, helmets, and suction pads for safety compliance before beginning work.
- Ensure proper barricading and signage are placed at the working area to prevent unauthorized access.
- Use the Spiderman method (rope access technique) to safely reach the desired external glass surfaces and mosaic tile areas.
- Apply cleanser (All Clean) on the surface to be cleaned using a brush or scrubber.
- Scrub the glass, aluminum frames, and external mosaic tiles carefully to remove dust, dirt, stains, and watermarks.
- Use a wiper to remove the cleanser solution and achieve a streak-free finish on glass surfaces.
- For tough stains, use a scraper carefully without damaging the glass surface.
- Clean the polycarbonate sheds over hospital areas with the same method, ensuring no residue or watermarks are left.
- Collect and dispose of any waste material or used cleaning cloths in an appropriate manner.
- Ensure the entire cleaned area is inspected for quality and safety compliance after work.
- Sign and update the glazing/curtain cleaning checklist and report completion to the designated supervisor.

Cleaning of the water closet: -

Materials required:

- Toilet cleaner
- Vim powder (To be used as per the supervisor instructions)
- Pine gold/Disinfectant
- Dettol
- Nylon scrubber
- WC brush
- Discard towels

Check for:

- Continuous flow of water,
- Flush timer,
- Stained/scratched/broken/cracked/WC or WC seat,
- Leakages under WC.

Procedure:

- Flush out the water and spread all over the rim of WC and leave it for five minutes.
- Scrub the seat and the seat cover with cleaning agent.
- Wash it with water.
- Using the WC scrub brush, thoroughly clean the WC and flush.
- With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
- Push out the water from the bowl and put pine gold in it.
- Wipe the WC with clean discard.
- Wipe the WC with Dettol.
- In case of any stubborn stains, report to the supervisors.
- Do not use any hard abrasive on the WC.

- Check under the grooves and rim of WC for sparkling cleanliness.

Cleaning of the Washbasin: -

Materials required:

- Cleaning agent
- Nylon scrubber
- Discard towel
- Toothbrush

Procedure:

- Check the washbasin for cracks, loose fitting.
- With the scrubber and cleaning agent scrub the washbasin and counter taking care to scrub the rim and the drain corners properly with a toothbrush. Remove all the trays and other item from the counter before starting.
- Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail.
- With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it.
- Rinse the cleaning agent properly from the basin and dry it with a dry discard.
- With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it.
- Lastly, drop some naphthalene balls into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized.
- Standards to be maintained
- Washbasin should be sparkling clean.
- Fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks.
- Polish the fitting with chrome polish.
- The bottle trap should be free of dust and cobwebs.
- No hard abrasive to be used to prevent scratching.
- In case of any stubborn stains, report to supervisor immediately.

Cleaning of Marble surfaces/Granite/Tiles: -

Materials required:

- Mild cleaning agent. (Bath/Spiral Solution)
- Scrubber
- Clean discard

Procedure:

- Scrub the surface with mild cleaning agent and a scrubber.
- Rinse the surface thoroughly.
- In case of excessive stains seek marble polisher's help.
- For any stubborn white-water marks on floor corners spray super gel and leave for 5 minutes and rinse with wet and dry the floor with the help of discard.
- Once a week area needs to be polished with Trinova.
- Daily areas need to be buff.
- Use only dry mops.

Cleaning of Chrome fittings: -

Materials required

- Cleaning agent
- brush
- Sponge

- Bucket

Procedure

- Clean the surface with a cleaning agent and a sponge.
- Rinse thoroughly
- Wipe dry with a towel discard.
- Apply chrome and shine.
- Standards to be maintained
- Check for any loose screws, corroded or tarnished fittings, leakage, bends and dents, rust, salt deposition, detached chains.
- All fixtures should be free of dust and depositions.
- They should be chromed as and when needed, it tarnished.
- If polish is not available, use Vim to shine.

Cleaning of looking mirrors: -

Material required:

- Glass cleaner
- Feather duster
- Flannel cloth

Procedure: -

- Dust the top of the glass with the feather duster to remove dust.
- Neatly fold the glass cloth and spray glass cleaner on it and wipe the surface in a sideways motion or top to down.
- Clean any oil stains or smudges on the mirror.
- Finally, wipe with a lint free cloth.
- The mirror should be sparkling after being cleaned.

Cleaning a glass window: -

Materials required:

- Glass cloth
- Glass cleaner
- Damp cloth should be lint free
- 2” paint brush
- Dust pan
- Feather duster

Procedure

- Check the cracks, loose glass.
- Wipe the window glass and frame with a dry cloth or feather duster to remove loose dust.
- Take a brush and clean the grooves.
- Check the window or lock hinges. The latch should not be creaking.
- Spray some glass cleaner onto a cloth and start wiping the outside of the window from top to downward.
- Check the window for any stubborn stains.
- Clean the glass from inside. Finally wipe with a yellow flannel cloth.
- Check for any stains and fingerprints.

Cleaning of Telephones: -

Material required:

- Dettol
- Cleaning agent

- Discards
- Toothbrush

Procedure:

- Check the telephone for loose wires, clarity of voice, proper functioning of the buttons, proper dial tone etc.
- Clean the telephone with the help of a tooth brush and the cleaning agent.
- Clean the hand set, around the buttons, grooves and the corners and telephone cradle.
- The telephone should be cleaned patiently as it takes a long time to remove accumulated dirt from the grooves of the telephone.
- The wire should also be cleaned with a wet cloth starting from the end pulling to the other end. If the wire is too dirty or has carbon stains it should be washed after soaking it in mild detergent for a few minutes.
- Lastly disinfect the mouthpiece with a fresh Dettol duster.

Note: - Cleaning material defined in the Annexure –D

Collection of Garbage from Residential Areas of the campus: -

The general waste will be collected from door to door from all type residences followed by standard solid waste management rules (General waste – Dry and wet waste) including Faculty quarters, Hostels, Guest House, Director bungalow etc. in the morning by 9:00 am by using collecting rickshaw trolley or mechanical driven vehicle for Garbage collection and transportation. The garbage from other residential areas like Administrative Block, auditorium, Hospital and Hospital Canteens etc. will be collected from designated garbage collection points in each area in the morning or as the need may be.

The detail of Residences/ Houses/ Flats/ Dwellings within the campus is detailed below.

- (i) The municipal garbage will be dumped in the designated earmarked area.
 - (ii) The road cleaning will also include cleaning and clearing of all drains and dust bins in the campus and along the roads.
- (iii) The Institute campus is spread into a land area of 110 acres approximately. The campus includes all type of Hospital building, AYUSH, Medical College, Inpatient areas, Trauma, Residences, Hostels, Guest Houses, Canteens, Auditorium, and other areas belongs to AIIMS Rishikesh etc. The length of roads in the whole campus is More than 10 kms. The roads include all the lanes and by-lanes.
- (iv) Spray of Bleaching powder on regular/weekly basis or as decided by sanitation officers on stagnant water area to prevent breeding/killing of flies, mosquitoes and other Insect.
- (v) The job is to deep clean the entire campus including cleaning of drains.
- (vi) To clean all the roads within the Institute campus from Main gate to entire hospital and roads, footpaths, entire lanes and by lanes in the Residential Quarters & upcoming ones.
- (vii) The area wise monthly material distribution plan for the entire Institute campus and hospital areas is given with the terms and condition of contract document.
- (viii) The housekeeping workers shall collect, transport, and bury the carcasses of Asian antelopes, cows, buffaloes, dogs, cats, and any other dead animals found within the campus.

Key performance indicators (KPI):

(a) DAILY:

- i. Proper cleaning, seeping & mopping of floors, walls, railings, corridors & lifts, staircases etc. covering the entire constructed areas, no betel stains or cob webs etc. should be visible anywhere in the hospital.
- ii. Cleaning & emptying of Dustbins, Sanitation bin & Spittoon and disposing of general waste including cardboards/ Gatta should be done three times in a day and transported to waste disposal area by the designated trolleys with own manpower.
- iii. The waste disposal area should be maintained clean & tidy on daily basis.
- iv. The successful bidder will be responsible for segregation and transportation of general waste from the patient

treatment area to waste disposal areas in leak proof covered trolleys.

- v. Toilets & urinals including floors to be cleaned regularly after every two hours throughout the day with disinfectant & porcelain fixtures to be cleaned with Vim/ acid.
- vi. To spray the area with room fresheners as and when required.
- vii. To clean the floor and wall tiles, marble, Mosaic surfaces and window panes wherever required or as instructed by the nodal officer.
- viii. Thorough cleaning of O.T. as advised by the OT supervisor.
- ix. Cleaning has to be ensured ½ hour before the working hours of the concerned Department.
- x. Sweeping and scrubbing of floors with automatic machines and cleaning of hospital toilets with high pressure water jets.
- xi. The surrounding of the Hospital including staff parking should be free from garbage and clean all the time.
- xii. Giving of urinals and emptying the urinary bags to the patients as required.
- xiii. Any other work as assigned, as and when require.

(b) WEEKLY

- (i) Cleaning of Carpets, Curtains, pictures and other wall fixtures.
- (ii) Dusting and Cleaning of ceiling, fans and lights fittings.
- (iii) Washing & scrubbing of floor with automatic (as described earlier) machines with required cleaning material and disinfectant.
- (iv) Clearing of wall corners of the building from dirt, muck and stains.
- (v) Cleaning of glass panes, wire mesh of the entire window in the corridors of Hospital building.
- (vi) Any other work as assigned, as and when require.

(c) MONTHLY

- (i) Sweeping & cleaning of service ducts & all drainage, rainwater pipes.
- (ii) Any other work as assigned, as and when required.

(d) REPORT

- (i) The service provider or his authorized representative shall daily report to the Officer In charge Sanitation Services for the work under the contract and take instructions every day from him for the work on a Book/Register maintained by the successful bidder exclusively for the purpose. He shall maintain the said book and produce the same as and when asked for.
- (ii) The service provider/authorized representative should submit daily report on the status of Institute sanitation and manpower deployment to Officer In charge Sanitation Services. The daily attendance sheet of manpower deployed should be electronic biometric attendance sheet.
- (iii) Routine notices/instruction (Written or oral) will be given by the Medical Superintendent/ Officer in charge Sanitation Services. Service provider will be obliged to carry out the same.
- (iv) The Service provider or his authorized representative should be available in the hospital round the clock and must carry mobile phone.
- (v) The Service provider will have to obtain the monthly performance report from each area of the Hospital on different performance indicators which will be submitted to Officer in charge Sanitation Services through proper channel.
- (vi) This report and monthly supply of material will have to be submitted with monthly bill for payment along with monthly bank deposit challan of EPF, ESI of all the workers and GST challan, etc. the challan have to be AIIMS Rishikesh specific or individual worker's name specific.
- (vii) All works will be executed as per contract terms & Condition and as directed by the Medical Superintendent/ Officer in charge Sanitation Services.
- (viii) The quantities of consumable material indicated are purely tentative and likely to vary up to a reasonable limit.
- (vii) The Service provider will be required to post suitable, qualified and experienced manpower as may be needed to manage and guide the manpower for proper completion of the work as per the direction of Medical Superintendent/ Officer in charge Sanitation Services.
- (viii) If it is observed at any stage that the quality of the work is not satisfactory, the contract may be terminated and

- Security deposit will also be forfeited. The Service provider will have no claim what so ever on the Institute.
- (ix) Any other sanitation and allied work, which is not specified but implied to this contract and as instructed by the Institute, will be carried by the Service provider.
 - (x) The Institute, reserves the right of altering the contract terms & conditions of works/material/manpower of adding or omitting any items of work or having portions of the same carried out departmentally or otherwise and such alterations and variations shall not vitiate agreement.

Date: Signature of the Bidder
Place: Stamp of Firm/Company

Annexure C – Details of Machine/Equipment

1. The following machines are available with the Institute and will be handed over to the successful bidder in working condition for smooth operations in the Institute. Regular maintenance and upkeep of these machines will be the sole responsibility of the bidder, and he will return these machines in working conditions as provided at the beginning of the tender.

S.No.	Name of Machine/Equipment	Qty Held
1	Road Sweeping Machine	01
2	Ridder Scrubber/ Eureka Trippla 85B, 55B 115031457, 117011682, 117011690, 618002627, 117011689, 117011691, 618002630, 618002642	08
3	Wet And Dry Vacume Cleaner/ZW35SSc/RNV315030366, 315036249, 315036336, 315036339, 315036365	05
4	High Jet Pressure Cleaner/Eureka K- 250 11180 M Classic 45742670, 45745676, 45742780, 46654899, 46691051, 47679865 to 73	14
5	Floor Scrubber Single Disc Machine/Mega 50+/Comac India Pvt. Ltd. 417003175 to 82, 417003199,417002202 to 09, 417002590,417002592, 417002598	20
6	Walk Behind Scrubber/Partek Combijet 2300 E 124 (Not Working)	01
7	Steam Cleaner Glass Cleane/Comac India Pvt. Ltd. 8.451.0108-4957- 2016/48-0182, 8.451.0108-2021-2017/14-0225, 8.451.0108-574- 2017/21-250, 8.451.0108-2021-2017/14-0228, 8.451.0108-4957- 2016/50-0202, 8.451.0108-4957-2016/46-0184	06
8	Alpha Plus 144, 147, 146	03
9	Single Disc Scrubber Machine/Mega 43+/Comac India Pvt. Ltd. 415004529,416001886,417000751,417000755,417001921 to 24, 417001926 to 36, 417001953 to 62, 417003181	30
10	Hand Held Mini Scrubber Machine/Eurosteam-Es 155/Comac India Pvt. Ltd./2500938 to 51, 2500954 to73, 2500976 to 90, 2500992 to 97	55
Total Machine		143

2. In addition, the bidder has to provide any other cleaning equipment e.g. glass cleaning kit, polls, caddy buckets, stoppers, stairs, following machines required for cleaning of the Institute as per requirement without any additional expenditure.

Sr	Equipment	Qty	Specifications
1	Ride on Scrubber Drier Battery Operated Compact 24 V / 200 Ah	06	Scrubbing width minimum 850mm, Effective suction width-1050 mm, Area performance up minimum to clean 5500 Sq. mts./hr. Working speed upto-6.5 km/hr, Voltage-24 V/200 Ah, Fresh Water Tank 100 Litres. Dirty Water Tank 100 liters, Brush load for effective cleaning minimum 39 kgs, and Brush speed minimum 180 rpm.
2	Walk Behind Scrubber (Electrical)	15	Scrubbing Width minimum 430 mm, Effective Suction 750 mm. Area performance up the minimum to clean 1700 Sq. mts./hr, Fresh Water Tank 40 Litres, Dirty Water Tank 40 liters, Brush load for effective cleaning minimum 22 kgs.

3	High-Pressure Jet Cleaner	10	Machine should be electrical 230 V, Motor Power Minimum 3 KW, Water Pressure Minimum 110-130 Bar, Machine Accessories, Trigger Gun etc, Machine Weight not more than 60 Kg.
4	Wet & Dry Vacuum Cleaner (with SS Tank)	15	Minimum Power-1500 W, Tank Should be SS (Stainless Steel), Minimum tank Capacity 30 Litre, Vacuum / Water Lift-2000 mm of H2O, minimum.
5	Single Disc Scrubber with Pad Holder	06	Scrubbing Width minimum 430 mm, Brush Motor Power 1300-watt, Power Supply 230v, Brush Speed 165 RPM, Cable length 15 meters, Water tank 10 Litres.
6	Mini Scrubber	03	Machine Working width 315 mm, brush speed 650 RPM, fresh water tank 04 Litres, dirty water tank 1.7 Litres, Brush-Cylindrical for deep cleaning, maximum weight of machine 25 kg. The machine handle should be rotatory with flexibility of up to 90 Degrees for cleaning of areas Below the Hospital Beds and Chairs.
7	Triple Bucket Trolley with wheel*	As per need	Double Bucket Trolley having 30 Litres Capacity
8	Steam Cleaner	10	
9	Height raiser vehicle machine	02	vehicle-mounted Hydraulic Aerial Work Platform (Boom Lift/Scissor Lift) minimum height 12-15 mts.
10	Drain cleaning machine	03	

Note:

- (i) Machines Make / Brand: Machines Make should be of reputed brand like Roots, Taski, Karcher, Eureka Forbes etc. All Cleaning Machines to be deployed for Mechanized Cleaning should be provided new by the service provider/contractor.
- (ii) All Scrubber Driers should have Anti-Bacterial Tank for effectiveness in reducing fungal growth, and foul smell & to avoid water hardness.
- (iii) The number is tentative and may increase or decrease as per the actual requirement.
- (iv) All the above equipment will be procured and maintained by the vendor.
- (v) Equipment shall have 95% uptime.

Date:

Place:

Signature of the Bidder

Stamp of Firm/Company

Annexure D - Details of Cleaning Materials & Consumables

Details of Cleaning Materials

1. R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).
2. R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 Litter of water).
3. R-4 Furniture Maintainer (Ready to use product).
4. R-5 Room Freshener (Ready to use product).
5. R-6 Toilet bowl/W.C. cleaner (Ready to use Product).
6. R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Litter of water)
7. Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Litter of water).

Sr	ITEMS	Brands	Dilution and use
1	BATHROOM SURFACE CLEANER	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Used for – All surfaces in the bathroom that is sink, tub, tiles, floors, and fittings. Safe for use on marble and granite Dilution • Normal - 10 ml in 1 litre of water. • Heavy - 30 ml in 1 litre of water.
2	GENERAL PURPOSE CLEANER	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Used for – All hard surfaces such as TV cabinets, telephones, pictures frames, glass mirrors and shiny floors like polished marble and granite. Dilution • Hard surface - 20 – 50 ml in 1 litre of water. • Glass -20 ml in 1 litre of water.
3	GLASS CLEANER	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Used for – All types of glass, windows, and mirrors • Dilution - 20 – 50 ml in 1 litre of water.
4	Liquid Air Freshener	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Used for – Deodorizes guestrooms, banquet halls and office rooms.
5	WC CLEANER	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Removes limescale deposits and stubborn stains in toilet bowls and urinals. • Dilution - No dilution needed ready to use
6	Scrubber machine solution	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Used for both wet mopping as well as scrubbing with a machine on all kinds of surfaces. Dilution: • Normal soiling: 20 ml in 1 litre of water. • Heavy soiling: 50 ml in 1 litre of water.

7	Descale	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i> e.g. Used for - All fittings and walls in bathrooms • Dilution (50 – 100 ml in 1 litre of water.)
8	SPIRAL Floor cleaner	Diversey, 3M, Ecolab, Kimberly Clark	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i>
9	White Deodorant	Trishul, Cleanzo, Dettol, Lizol, Domex, Nature Protect	<i>Note: Dilution and use as per the catalogue of the OEM of the solution</i>
10	Liquid Floor Cleaner	Teepol, Diversey, 3M,	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i>
11	Liquid Hand wash	Dettol, Diversey, Sevlon, Lifebuoy, Godrej 3M	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i>
12	Hydrochloric Acid for Cleaning	Reputed Brand	<i>Note: Dilution and use as per the catalogue of the OEM of the solutions</i>

Details of Consumables

S. No. (a)	Name of Sanitation Material (b)	Specification (C)	Unit (d)	Quantity per month (Approx.) (e)	Quantity for two years (Approx.) (f)
1.	Closed Rickshaw	500 Liter Capacity, SS frame	pcs	At least 10	At least 10
2.	General waste Collection Trolley (Green & Blue)	500 Liter Capacity, SS frame With Handle & Wheels	1 pcs	5 of Each colour (As per requirement)	As per requirement
3.	Biodegradable Plastic Garbage Bag (Green) 24x36	Approximate 150 Micron thickness with size of 24 in X 36 in, Disposable Biodegradable Garbage Bags should be leak proof and have excellent strength. These bags should be eco-friendly and do not emit toxic flames when burned. This Garbage bags should be clearly marked with Biodegradable symbol and used for storing the General Wet waste.	kg	150 kg (Each Kg Shall have at least 30 pcs)	4500
4.	Biodegradable Plastic Garbage Bag (Green) 33x40	Approximate 150 Micron thickness with size of 33 in X 40 in, Disposable Biodegradable Garbage Bags should be leak proof and have excellent strength. These bags should be eco-friendly and do not emit toxic flames when burned. This Garbage bags should be clearly marked with Biodegradable symbol and used for storing the General Wet waste.	kg	200 kg (Each Kg Shall have at least 30 pcs)	6000
5.	Biodegradable Plastic Garbage Bag (Light Blue) 24x36	Approximate 150 Micron thickness with size of 24 in X 36 in, Disposable Biodegradable Garbage Bags should be leak proof and have excellent strength. These bags should be eco-friendly and do not emit toxic flames when burned. This Garbage bags should be clearly marked with Biodegradable symbol and used for storing the General Dry waste.	kg	150 kg (Each Kg Shall have at least 30 pcs)	4500
6.	Biodegradable Plastic Garbage Bag (Light Blue) 33x40	HDPE, Approximate 150 Micron thickness with size of 33 in X 40 in, Disposable Biodegradable Garbage Bags should be leak proof and have excellent strength. These bags should be eco-friendly and do not emit toxic flames when burned. This Garbage bags should be clearly marked with Biodegradable symbol and used for storing the General Dry waste.	kg	200 kg (Each Kg Shall have at least 30 pcs)	6000
7.	Acid (Hydrochloric acid) for cleaning 500 ml	Superior quality	ltr	100	2400
8.	Wet mop-refill 24 inches	Superior quality, long life cotton at least 300 gm	pcs	100	2400

9.	Soft Broom	Superior quality, the broom shall be a minimum of 1.2 m long	pcs	150	3000
10	Hard Broom	Superior quality, the broom shall be a minimum of 1.2 m long minimum of 1.2 m long	pcs	200pcs	6000
11.	Bleaching Powder	As per Is 1065: 1989 GRADE 1, Available chlorine: 34.0% min, Stability :1/15 max. Moisture: 0 . 3 % max. Particle size: 99.5%min.	Pct. of 500gm	250	7500
12.	Toilet Cleaner (Harpic)	composition must be <5% Non-Ionic Surfactants, <5% Cationic Surfactants, Disinfectant, Perfume. Quick results, High effectiveness, Free from harmful chemicals, Safe to use	500ml	200	6000
13.	Multipurpose cleaner for all washable surface and daily maintenance of protected floor (Lysol)	Anionic surfactant, Non-ionic surfactants, soap, polycarboxylates > 5%, perfumes, hard surface detergent. (Good cleaning power, Prolonged deodorizing effect, can be used for manual & cleaning or with scrubbing machines)	500 ml per bottle	1000	25000
14.	Hand gloves	Approximate 25 to 60 CM, Heavy-duty rubber gloves and this should be bright yellow in colour	Pair	600	15000
15.	Dry Mop refill 24	24-inch, superior quality	pcs	100	2400
16.	Dry Mop refill 18	18-inch superior quality	pcs	50	1000
17.	Wet Mop set 18	The Wet Mop set should contain: -1 Wet mop + 1 High quality plastic frame + 1 Handle (Mild Steel)	set	20	300
18.	Wet Mop set 24	The Wet Mop set should contain: 1 Wet cotton mop + 1 High quality plastic frame +1 Handle (Mild Steel)	set	20	300
19.	Dry Mop set 18 inches	The mop should be made of finely twisted 100% acrylic fibers. The swivel base should be made of a strong frame with 360-degree plastic joint which not only helps in easy movement of mop but also to cleans hard to reach areas. This frame should be attached with a strong, powder coated, metal handle with an easy grip to use this mop in a standing position without bending back. Approximate 80cm – for large open areas such as hospital corridors.	set	20	300
20.	Dry Mop 3x3 feet Complete set	Superior quality Hospital grade	set	20	300
21.	Dry Mop 3x3 feet refill	Superior quality Hospital grade	set	20	300
22.	Dry Mop 3x3 feet sleeves	Superior quality Hospital grade	set	20	300

23.	Dry Mop set 24 inches	The mop should be made of finely twisted 100% acrylic fibers. The swivel base should be made of a strong frame with 360-degree plastic joint which not only helps in easy movement of mop but also to cleans hard to reach areas. This frame should be attached with a strong, powder coated, metal handle with an easy grip to use this mop in a standing position without bending back. Approximate 80cm – for large open areas such as hospital corridors.	set	50	1000
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24.	Spray gun Bottle (Collin)	500 ml size	pcs	20 pcs	500
25.	Glass cleaner Liquid (Collin)	Superior quality, Good cleaning power	500 ml	500	15000
26.	Scrubber for floor cleaning	long handle on this brush allows the operator to reach into parts of equipment that are hard to access	Each cane 5 ltr	50	1000
27.	Feather Duster	Superior quality	pcs	200 pcs	5000
28.	Table Duster	Superior quality	pcs	200 pcs	5000
29.	Slaked lime	white powder, hydrated lime, calcium hydroxide Ca (OH) ₂	kg	100 kg	3000
30.	Telescopic poles for cobwebs	Superior quality of 10 Meters	Pcs	87 pcs	2087
31.	Toilet Brush	round shape, Long easy grip handle, Superior quality bristles & Durable & long lasting	Pcs	200 pcs	6000
32..	Plastic Bucket of 18/20 ltr	superior quality, fine finish, high strength and durability.	pcs	50 pcs	1000
33.	Plastic Mug (500 ml)	Plastic Bathroom Mug should be made using Bakelite and other high- quality PVC which makes them long lasting, light in weight and easy to use.	pcs	100	3000
34.	Dust pan	High storage capacity, Excellent strength Adjustable joints	Pcs	100	3000
35.	Chock Pump for drain blockage (plunger)	rubber, made up of good quality and flexible with adequate strength to clear blockage with a long handle	Pcs	50	1500
36.	PVC Flexible Garden Pipe	Superior quality	100 meter/set	50	1500
37.	Liquid Soap Dispensers made of stainless steal	Volume: 300ml, Size: 82x65x160mm	Pcs	200	6000
38.	Liquid Soap 5 ltr /cane	should be good antibacterial activity	ltr	100 cane	3000
39.	5 METRE TELESCOPIC WINDOW CLEANER, GLASS CLEANER DIY	Superior quality	Pcs	50	1500
40.	Toilet cleaning Wiper	size:12-inch Superior quality	Pcs	100	1500
41.	Floor Cleaning Wiper	Superior quality size :24 inch	Pcs	200	6000

42.	Floor Cleaning Wiper	Superior quality size :18 inch	Pcs	100	3000
43.	Sodium hypochloride solution 5 ltr/cane	Hospital grade	ltr	200 cane	6000
44.	Harpic flushmatic	Superior quality	Each cane 5ltr	200	6000
45.	Detergent Powder (Rin/Surf/Arial/Nirma) (Kg)	Superior quality Hospital grade	Kg	150 kg	5000
46.	Dish Washing powder (Vim/Nip/Pril) (Kg)	Superior quality Hospital grade	kg	100 kg	3000

47.	Room freshener 200 ml	Superior quality Hospital grade	pcs	150	5000
48.	Naphthalene Ball - 100 gm	Superior quality Hospital grade	kg	25 kg	750
49.	Toilet Freshener (Odonil Cake 75 gm)	Superior quality Hospital grade	pcs	500	15000
50.	Mops 3X3 Feet complete set	Superior quality Hospital grade	pcs	100 pcs	3000
51.	Mosquito Repellent (Piece)	Superior quality Hospital grade	pcs	500	15000
52.	Liquid Soap (Dettol/Lux/Santoor) FEM	Superior quality Hospital grade	ltr	250 cane of 5 ltr	10000
53.	Toilet Paper 10 pcs in 1 pkt	Superior quality Hospital grade	10 pcs in 1 pkt	200 pkt	5000
54.	Mosquito Repellent Machine ALLOUT	Superior quality Hospital grade	pcs	100	3000
55.	Mosquito Repellent ALLOUT Refill	Superior quality Hospital grade	pcs	500	15000
56.	Soap Dispenser wall mounted 500 ml as per Requirement	Superior quality, Hospital grade	pcs	50	1500
57.	Soap Dispenser refill 500 ml (Dettol)	Superior quality, Hospital grade	pcs	200	6000
58.	BROOM RINGS	Superior quality Hospital grade	pcs	50	3000
59.	BROOM STICK	Superior quality Hospital grade	pcs	200 pcs	6000
60.	DOOR MAT 24 x 18	Superior quality, Hospital grade	pcs	250	10000
61.	DOOR MAT 3 x 4	Superior quality Hospital grade	pcs	50	1500
62.	DUSTER CLOTH YELLOW	Superior quality Hospital grade	pcs	500	15000
63.	EL BRUSH SURVEL	Superior quality Hospital grade	pcs	50	1500
64.	FLOOR DUSTER (POOCHA)	Superior quality Hospital grade	pcs	1000	30000
65.	GUM BOOT HEAVY DUTY	Superior quality Hospital grade	pair	50 pair	1500 pair
66.	HAND GLOVES HEAVY DUTY	Superior quality, Hospital grade	pcs	250	10000
67.	HIT BLACK	Superior quality Hospital grade	pcs	250	6000
68.	Hygiene foam soap pouch	Superior quality Hospital grade	pcs	50	1500
69.	SOAP CAKE 75 GMS DETTOL	Superior quality Hospital grade	pcs	500	15000
70.	SOAP CASE	Superior quality Hospital grade	pcs	50	1500
71.	SWIVEL CORNER BRUSH	Superior quality Hospital grade	pcs	25	500
72.	URINE CUBE PACK OF 12 300 GMS	Superior quality Hospital grade	pkt	100	3000

73.	URINE SCREEN/PAD PACK OF 10 300 GMS	Superior quality Hospital grade	pkt	200	6000
74.	Phenyl (Black – scented) 5 ltr /per cane	Grade 1 Approximate RWC min 18	ltr	120 cane of 5 ltr	3000
75.	Phenyl (White – scented) 5 ltr /per cane	Grade 1 Approximate RWC min 18	ltr	200 cane of 5 ltr	5000
76.	THINER	Superior quality	ltr	25	500
77.	Jala Stick	Superior quality Hospital grade	pcs	50	1500
78.	Juna (Plastic)	Superior quality Hospital grade	pcs	200	6000
79.	Washing Brush	Superior quality Hospital grade	pcs	50	1500
80.	Glass Wiper	Superior quality Hospital grade	pcs	50	1500
81.	Steel Juna	Superior quality, Hospital grade	pcs	200	6000
82.	Floor Cleaner 5 ltr	Superior quality Hospital grade	ltr	50	1500
83.	Pull Tight Seal Tag	Heavy Duty with place to paste the Barcode to seal the General waste poly bags during collection, storage and transportation	pcs	10000	200000
84.	Sutli	Heavy Duty	kg	25	500
85.	Panji	Heavy Duty	pcs	25	500
86.	Fadwa	Heavy Duty	pcs	25	500
87.	Room Spray 5 ltr	Superior quality	ltr	50	1500
88.	Jhaadu (Lathi)	Heavy Duty	pcs	100	3000
89.	Patti Steel Wali	Heavy Duty	pcs	100	3000
90.	Brush Steel wala	Heavy Duty	pcs	50	1500
91.	Stone Polish	Superior quality	ltr	25	500
92.	Scotch Brite Scub	Superior quality	Pcs	20	1200
93.	Toilet Brush Large	Superior quality	Pcs	100	2400

Note:

1. No addition cost will be paid to vendor other than the quoted price.
2. Quantity as well as the Category is tentative and may change as per current requirement
3. These chemicals should not damage/cause harm to the property of the AIIMS or the users. AIIMS shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the storekeeper of the contractor. The authorized representatives of AIIMS can carry out surprise checks of the stores without any prior intimation. The firm is bound to change any chemical, consumable; or detergent to the satisfaction of the Institute authorities. Material Safety Data Sheet (MSDS) must be readily available for each item in case of accidents. If a refillable bottle is used for storing disinfectant solution, it should never be topped up with fresh disinfectant.
4. Consumables/chemicals/detergents/ disposables / disinfectants and other stores related to sanitation & housekeeping from reputed firms/brands (like BIS, ISI, WHOPES etc.).
5. Vendor must make sure that all the Cleaning Materials and consumable items are available in adequate quantity at all the places and at all the time, so that the services can be provided smoothly.
6. The vendor has to make sure the core principle of sanitation and Hygiene at the hospital is not compromised at any stage of contract.
7. Note: Dilution and use as per the catalogue of the OEM of the solutions
8. Buffer stock should be maintained in the sanitation store for 15 days in advance.
9. The Quantity defined is tentative and may increase or decrease as per the actual requirement.

Date:

Place:

Signature of the Bidder

Stamp of Firm/Company

Others Buildings of AIIMS Rishikesh

S.No.	Building Name	Buildin g No.	No.of Stories	Actual Plinth area in Sqm	Actual Built Up Area in Sq.M	Unit
1	Medical College	1	G+5	6192.97	37157.82	Per Sq. mtr. Per month
2	Hospital Block	2	G+5	6192.97	37157.82	Per Sq. mtr. Per month
3	OPD Block	3	G+5	6192.97	37157.82	Per Sq. mtr. Per month
4	Trauma Centre	4	G+2	5590.25	16770.75	Per Sq. mtr. Per month
5	Store Office	5	G+1	650.00	1300.00	Per Sq. mtr. Per month
6	Oncology Bunker	6	1	1070.00	1070.00	Per Sq. mtr. Per month
7	MGPS+MRU	7	1	540.00	540.00	Per Sq. mtr. Per month
8	CSSD+VRDL	8	1	392.00	392.00	Per Sq. mtr. Per month
9	Oxygen Cylinder Store	9	1	240.00	240.00	Per Sq. mtr. Per month
10	Paediatric ICU/42 Bedded Hospital	10	1	895.00	895.00	Per Sq. mtr. Per month
11	Sub station No. 1	18	1	2510.00	2510.00	Per Sq. mtr. Per month
12	Cooling Tower	19	1	323.22	323.22	Per Sq. mtr. Per month
13	Main Pump House	20	1	1218.00	1218.00	Per Sq. mtr. Per month
14	Bore well	21	1	86.20	86.20	Per Sq. mtr. Per month
15	Biomedical Waste	23	1	84.00	84.00	Per Sq. mtr. Per month
16	Mortuary	24	1	580.00	580.00	Per Sq. mtr. Per month
17	Laundry	26	1	872.00	872.00	Per Sq. mtr. Per month
18	Animal House	29	1	1035.00	1035.00	Per Sq. mtr. Per month
19	AYUSH	30	1	871.52	871.52	Per Sq. mtr. Per month
20	Burial Ground	31	1	98.00	98.00	Per Sq. mtr. Per month
21	ETP/STP	32	1	2475.00	2475.00	Per Sq. mtr. Per month
22	Substation-2	43	1	972.00	972.00	Per Sq. mtr. Per month
23	Nursing College	45	G+3	2392.00	9568.00	Per Sq. mtr. Per month
24	Auditorium	47	G + Lobby	2932.89	4939.80	Per Sq. mtr. Per month
25	Store Near Millet Café	48	1	190.00	190.00	Per Sq. mtr. Per month
26	Millet Café		1	367.00	367.00	Per Sq. mtr. Per month
27	Type-8	50	1	835.00	835.00	Per Sq. mtr. Per month
28	Servant Quarter	51	G+1	115.00	230.00	Per Sq. mtr. Per month
29	Student Counselling Centre	52	1	123.00	123.00	Per Sq. mtr. Per month
30	Guest House	53	G+1	430.00	860.00	Per Sq. mtr. Per month
31	VVIP Guest House	54	G+1	195.00	390.00	Per Sq. mtr. Per month
32	Type-IV	55	G+5	462.00	2772.00	Per Sq. mtr. Per month
33	Type-3	56	G+4	338.00	1690.00	Per Sq. mtr. Per month
34	Proposed Type-III - (02 no's)	57	0	0.00	0.00	Per Sq. mtr. Per month
35	Type-II (B)	60	G+5	530.00	3180.00	Per Sq. mtr. Per month
36	Old Type-5	61	S+6	690.00	4830.00	Per Sq. mtr. Per month
37	Type-2A	62	G+5	530.00	3180.00	Per Sq. mtr. Per month
38	Type-I (A)	63	G+3	278.00	1112.00	Per Sq. mtr. Per month
39	Type-I(B)	64	G+3	278.00	1112.00	Per Sq. mtr. Per month
40	New Type-V(A)	65	S+9	870.00	8700.00	Per Sq. mtr. Per month
41	New Type-V(B)	66	S+9	870.00	8700.00	Per Sq. mtr. Per month
42	New Type-VI	67	S+9	853.00	8530.00	Per Sq. mtr. Per month
43	New Substation No 04 near Type-6	68	1	513.00	513.00	Per Sq. mtr. Per month
44	Residential Pump House	69	1	125.00	125.00	Per Sq. mtr. Per month
45	Substation No- 05	70	1	458.00	458.00	Per Sq. mtr. Per month
46	Engineering Building	71	G+4	315.00	1575.00	Per Sq. mtr. Per month

47	substation No-3	72	1	471.00	471.00	Per Sq. mtr. Per month
48	Switch Yard	73	-	-	-	Per Sq. mtr. Per month
49	Meter Room	74	1	45.00	45.00	Per Sq. mtr. Per month
50	UG Boys hostel-1	77	G+4	840.00	4200.00	Per Sq. mtr. Per month
51	UG Boys hostel-2	78	G+4	1123.00	5615.00	Per Sq. mtr. Per month
52	Mess	80	G+2	438.00	1314.00	Per Sq. mtr. Per month
53	Nursing Hostel	81	G+5	1766.62	10599.72	Per Sq. mtr. Per month
54	MBBS New Girls hostel	83	G+7	1129.50	9036.00	Per Sq. mtr. Per month
55	JR Hostel	84	G+5	1129.30	6775.80	Per Sq. mtr. Per month
56	SR Hostel	85	G+7	1129.30	9034.40	Per Sq. mtr. Per month
57	PG Hostel	86	G+5	1129.50	6777.00	Per Sq. mtr. Per month
58	Shops	87	1	485.00	485.00	Per Sq. mtr. Per month
59	PSA Plant 01	92	1	160.52	160.52	Per Sq. mtr. Per month
60	LMO 01	93	1	148.39	148.39	Per Sq. mtr. Per month
61	Auto walk Area	97	1	3915.32	3915.32	Per Sq. mtr. Per month
62	Road			55995.00	55995.00	Per Sq. mtr. Per month
Total Covered Area in Sq. mtr					322358.10 Sq. mtr	

Note: -

1. All the above areas are tentative. The Competent Authority of AIIMS, Rishikesh, has reserved the right to relax/amend/change any of the above parameters (i.e. area increase or decrease).
2. The successful bidder will have to provide Sanitary Attendants as per KAYA KALP National Guidelines for Clean Hospitals Applicable to Tertiary Care Hospitals, Hospitals associated with Medical Colleges & Super- specialty Hospitals in India 2015/latest for the said purpose.
3. Payment will be done on the basis on the sanitation services provided.
4. L1 will be decided on a basis of the lowest quoted price.
5. Bidder has to quote the rate excluding GST; GST will be paid as on actual.

Date:

Signature of the Bidder

Place:

Stamp of Firm/Company

Annexure -F Financial Bid Format

I	II	III	IV	V	VI	VII	VIII	IX	X
				Total Covered Area in sq.		Unit Price (B)	Total price (excl. Taxes) (C=A*B)	Taxes (D)	Total Amount (C+D)
S. No.	Building Name	Building No.	No. of Stories	Meters (Approx.)	Unit				
				(A)					
1	Medical College	1	G+5	37157.82	Per Sq. mtr. Per month				
2	Hospital Block	2	G+5	37157.82	Per Sq. mtr. Per month				
3	OPD Block	3	G+5	37157.82	Per Sq. mtr. Per month				
4	Trauma Center	4	G+2	16770.75	Per Sq. mtr. Per month				
5	Store Office	5	G+1	1300	Per Sq. mtr. Per month				
6	Oncology Bunker	6	1	1070	Per Sq. mtr. Per month				
7	MGPS+MRU	7	1	540	Per Sq. mtr. Per month				
8	CSSD+VRDL	8	1	392	Per Sq. mtr. Per month				
9	Oxygen Cylinder Store	9	1	240	Per Sq. mtr. Per month				
10	Pediatric ICU/42 Bedded Hospital	10	1	895	Per Sq. mtr. Per month				
11	Sub station No. 1	18	1	2510	Per Sq. mtr. Per month				
12	Cooling Tower	19	1	323.22	Per Sq. mtr. Per month				
13	Main Pump House	20	1	1218	Per Sq. mtr. Per month				
14	Borewell	21	1	86.2	Per Sq. mtr. Per month				
15	BioMedical Waste	23	1	84	Per Sq. mtr. Per month				
16	Mortuary	24	1	580	Per Sq. mtr. Per month				
17	Laundry	26	1	872	Per Sq. mtr. Per month				
18	Animal House	29	1	1035	Per Sq. mtr. Per month				
19	Ayush	30	1	871.52	Per Sq. mtr. Per month				
20	Burial Ground	31	1	98	Per Sq. mtr. Per month				
21	ETP/STP	32	1	2475	Per Sq. mtr. Per month				
22	Substation-2	43	1	972	Per Sq. mtr. Per month				
23	Nursing College	45	G+3	9568	Per Sq. mtr. Per month				

24	Auditorium	47	G+Lobby	4939.8	Per Sq. mtr. Per month				
25	Store Near Millet Café	48	1	190	Per Sq. mtr. Per month				
26	Millet Café		1	367	Per Sq. mtr. Per month				
27	Type-8	50	1	835	Per Sq. mtr. Per month				
28	Servant Quarter	51	G+1	230	Per Sq. mtr. Per month				
29	Student Counselling Center	52	1	123	Per Sq. mtr. Per month				
30	Guest House	53	G+1	860	Per Sq. mtr. Per month				
31	VVIP Guest House	54	G+1	390	Per Sq. mtr. Per month				
32	Type-IV	55	G+5	2772	Per Sq. mtr. Per month				
33	Type-3	56	G+4	1690	Per Sq. mtr. Per month				
34	Proposed Type-III -(02 nos)	57	0	0	Per Sq. mtr. Per month				
35	Type-II (B)	60	G+5	3180	Per Sq. mtr. Per month				
36	Old Type-5	61	S+6	4830	Per Sq. mtr. Per month				
37	Type-2A	62	G+5	3180	Per Sq. mtr. Per month				
38	Type-I (A)	63	G+3	1112	Per Sq. mtr. Per month				
39	Type-I(B)	64	G+3	1112	Per Sq. mtr. Per month				
40	New Type-V(A)	65	S+9	8700	Per Sq. mtr. Per month				
41	New Type-V(B)	66	S+9	8700	Per Sq. mtr. Per month				
42	New Type-VI	67	S+9	8530	Per Sq. mtr. Per month				
43	New Substation No 04 near Type-6	68	1	513	Per Sq. mtr. Per month				
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47	substation No-3	72	1	471	Per Sq. mtr. Per month				
48	Switch Yard	73	-	-	Per Sq. mtr. Per month				
49	Meter Room	74	1	45	Per Sq. mtr. Per month				
50	UG Boys hostel-1	77	G+4	4200	Per Sq. mtr. Per month				

51	UG Boys hostel-2	78	G+4	5615	Per Sq. mtr. Per month				
52	Mess	80	G+2	1314	Per Sq. mtr. Per month				
53	Nursing Hostel	81	G+5	10599.72	Per Sq. mtr. Per month				
54	MBBS New Girls hostel	83	G+7	9036	Per Sq. mtr. Per month				
55	JR Hostel	84	G+5	6775.8	Per Sq. mtr. Per month				
56	SR Hostel	85	G+7	9034.4	Per Sq. mtr. Per month				
57	PG Hostel	86	G+5	6777	Per Sq. mtr. Per month				
58	Shops	87	1	485	Per Sq. mtr. Per month				
59	PSA Plant 01	92	1	160.52	Per Sq. mtr. Per month				
60	LMO 01	93	1	148.39	Per Sq. mtr. Per month				
61	Auto walk Area	97	1	3915.32	Per Sq. mtr. Per month				
62	Road			55995	Per Sq. mtr. Per month				
	Total Covered Area in Sq. mtr			322358.1					

Note:

- i. The bidder has to upload financial breakup in the above format along with financial bid on GeM.
- ii. The Grand Total of X column for two years (Rs.

Date:
Place:

Signature of the Bidder
Stamp of Firm/Company