

**Tender**  
**For**  
**Mechanized & Automated Cleaning**  
**At**  
**All India Institute of Medical Sciences, Rishikesh**

<b>NIT Issue Date</b>	<b>:</b>	<b>24/08/2018 at 9.00 AM</b>
<b>NIT No.</b>	<b>:</b>	<b>24/Mechanized Cleaning/425/2018-Rish(Admn)</b>
<b>Pre-Bid Meeting</b>	<b>:</b>	<b>04/09/2018 at 3.00 PM</b>
<b>Last Date of Submission</b>	<b>:</b>	<b>20/09/2018 at 3.00 PM</b>
<b>Bid opening</b>	<b>:</b>	<b>21/09/2018 at 3.30 PM</b>



**All India Institute of Medical Sciences, Rishikesh**

Address: Virbhadr Marg, Rihikesh  
Telephone: 0135-2462915  
email: tender@aaimsrishikesh.edu.in

**Tender documents \_\_\_\_\_ (for reference only) and CPPP site**  
**<https://eprocure.gov.in/eprocure/app>**

All India Institute of Medical Sciences (AIIMS), Rishikesh, Uttarakhand under the Ministry of Health & Family Welfare, Government of India, invites Online bids in two bid system for tender for Mechanized & Automated Cleaning of the institute.

## **Terms & Conditions:**

### **Instructions:**

1. Bids shall be submitted only on CPPP <https://eprocure.gov.in/eprocure/app>. **No hardcopy of tender document is to be submitted at AIIMS, Rishikesh.**
2. The complete bidding process is online. Bidders should be in possession of valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For free of cost training of e-bidding process, if required, and for any other assistance bidder may contact to the helpdesk at.
3. **Tenderer/Contractor are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.**
4. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

### **6. EMD Payment:**

The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs. 20,00,000 (Rupees Twenty Lakhs Only) by way of demand drafts/ Bank Guarantee/ FDR only. The demand drafts/ Bank Guarantee/ FDR shall be drawn in favour of “**All India Institute of Medical Sciences, Rishikesh**” payable at Rishikesh. **The demand drafts/ Bank Guarantee/ FDR for earnest money deposit must delivered to the AIIMS, Rishikesh on or before last date/ time of submission of bid.** The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts/ Bank Guarantee/ FDR of EMD will be rejected.

The firms who are registered with National Small Industries Corporation (NSIC) / OR Small Scale Industrial (SSI)/ OR MSME are exempted to submit the EMD (copy of registration must be provide along with).

The Hard Copy of original instruments in respect of earnest money deposit must be delivered to the AIIMS, Rishikesh on or before last date/ time of submission of bid. Tenderer shall likely to be liable for legal action for non-submission of original payment instrument against the submitted bid.

### **7. Submission of Tender:**

The tender shall be submitted online in two part, viz., 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.

8. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

### **Technical Bid**

The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:

- i) Signed and Scanned copy of appropriate value of valid registration certificate, experience certificate as per the tender notice, PAN, GST registration certificate and Tender Acceptance Letter.
- ii) Signed and Scanned copy of documents.

### **General Instructions:**

1. **Period of Contract:** The initial period of contract shall be for 2 year which may be further extendable upto 3 years one year at a time, depending on performance of the Agency and at discretion of Director, AIIMS, RISHIKESH.
2. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the 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 otherwise the EMD submitted by the tendering firm would stand forfeited.
4. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
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 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 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. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.

9. The successful tenderer will have to deposit a Bank Guarantee/ FDR of 10% of total annual cost of the work by way of Bank Guarantee of scheduled bank in favour of AIIMS, Rishikesh as per the prescribed format attached as Annexure -D payable at Rishikesh valid for 60 days beyond the expiry period of contract.
10. The successful Tenderer will have to deposit the Bank Guarantee and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
11. Each page of the tender documents and papers submitted along with, should be numbered signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the AIIMS Rishikesh.
12. The 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 in the benefit of the Institute.
13. The Director, AIIMS, Rishikesh reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

### **Information & Instructions for Bidders:-**

1. The bid should be type-written. The bidder should sign each page of the application.
2. 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 added by the contractor, should also be numbered by him.
3. 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.

Copy of document, empowering him to do so, if called upon to do so.

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

4. 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 eligibility criteria document unless it is called for by the Employer.
5. 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.

### **Eligibility and Experience Criteria:-**

1. Tenderer shall submit documentary proof (In Technical Bid Envelope) 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 of providing Housekeeping services. Only registered, bonafide, reputed and experience firms agencies having at least three years' experience in the field of Sanitation & Housekeeping services in Government hospitals having not less than 500 beds capacity to handle jobs relating to Sanitation & Housekeeping of large complexes. Proof of successfully completion/execution of work for the last 3 years and required to be enclosed.

3. Having successfully completed at least one work of similar magnitude as per below mentioned criteria during the last three years:

One similar completed work of not less than Rs. 8,00,00,000/- in one year.

**Or**

Two similar completed works each amounting to not less than Rs. 6,00,00,000/- in one year.

**Or**

Three similar completed works each amounting to not less than Rs. 4,00,00,000/- in one year.

**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 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 Housekeeping services/ Sanitation services.

4. The agencies/firm should have at least three years' experience of providing Housekeeping services on the date of publication of this notice. **The annual average turnover of services provided by the bidder should not be less than Rs. 10.00 Crores during the last three years** as per their audit books of accounts/Tax Returns with clear evidence that the turnover is derived from provision of services which from the subject matter of the present notice.

5. Tenderers have to produce supporting documents/ certificates in the form of Completion certificates from the clients and copies of work orders for the subject work.

6. Should not have been blacklisted by any Central/State Government agency and submit an undertaking on firm's letter head in this respect.

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) if applicable.

8. Tenderer should submit Certified Copy of Income Tax, PAN Card No. of the Party/ Agency/ Organization to be enclosed. Also latest copy of Income tax return to be submitted.

9. Tenderer should submit Certified Copy of GST Registration which should be in the Name of the Tenderer.

10. **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 Earnest Money is liable to be forfeited. Work order will be issued only after getting valid labour licence.

**11. The authority will award the contract to the successful bidder/Contractor whose bid has been determined to be in full conformity to the bid document and the lowest evaluated bid. Further, institute will provide all the materials consumed for housekeeping services to the contractor.**

### **Area of Work:-**

1. All open and covered area of Hospital Area of AIIMS Rishikesh as per Schedule-I of AIIMS, Rishikesh will be in the scope of housekeeping services to be provided by the contractor.

**2. 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 at Annexure-A. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staffs deployed are dressed in neat and clean uniform approved by the AIIMS, RISHIKESH officials of AIIMS, RISHIKESH will also monitor the entire work and staff.

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

- a) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including at regular intervals on daily basis.
- b) Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, Corridors Ceilings, Office Rooms, training rooms at regular intervals on daily basis.
- c) Vacuum cleaning of all carpets and upholstered furniture.
- d) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- e) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
- f) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
- g) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
- h) Refilling, replacing and emptying of sharp containers at all stations.
- i) Spraying room fresheners in all rooms on daily basis at regular intervals.
- j) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand

soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

- k) All the garbage collected at the designated points spreaded 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 daily basis to municipality defined yards outside AIIMS, RISHIKESH Campus. In addition to this, the cleaning of garbage points is also under the responsibility of Contractor. If the garbage is not lifted as per above defined mode, penalty of Rs. 500/- on each failure occasion shall be imposed on the Contractor.
- l) It is the responsibility of contractor, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned within 2(Two) hours after reporting the complaint. If there is any loss/ inconvenience to AIIMS, RISHIKESH owing to chocking, appropriate penalties shall be imposed on the contractor.

**J) General Requirements and Documentation:-**

- a) Organisational structure and line of authority.
- a) Housekeeping manual and all SOP (Standard Operating Procedures).
- b) List of equipment's used
- c) Colour coding.
- d) On job training and documentation.
- e) Description for each category of housekeeping.
- f) Hospitable and polite behaviour with patients and hospital staff.
- g) HBV vaccination of all the staff.
- h) Maintaining records of:-
  - i. Amount of waste going out to outsourced agency
  - ii. Memorandum of understanding
  - iii. Complaint book
- i) Maintaining logs and checklist.
- j) Female student or staff should be attended by female staff only.
- k) Immediate replacement of on leave staff.
- l) Rotation of staff if required.

**4. Waste Disposal Management: -**

- a. The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
- b. The contractor will teach and train his staff for the collection / disposal work.
- c. The garbage will have to be disposed off at least thrice a day.
- d. The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.
- e. The contractor will make arrangement to collect Bio Medical waste from the designated areas.
- f. Supervision of collection of BMW (Bio Medical Waste bin) by the outsourced agency. Ensure that all the dustbins are cleared daily.

week as under : -

- a. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
- b. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- c. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
- d. Cleaning of all windows glasses and grill with detergent/ cleaning agents.
- e. Washing of outside area with High Pressure Jet Machine.
- f. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.

- g. The tenderer will make a cleaning program and submit to AIIMS, RISHIKESH for weekly cleaning so that AIIMS, RISHIKESH concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- h. The contractor will work in the specified area mentioned in the scope of work.

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

a. **Toilets Checklist:-**This is to be attached on the back of the each toilet door. It is to be filled up by the Contractor supervisor on duty daily.

b. **Management/Housekeeping Services Requirements/ Complaints Report:** - This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to Administrative Officer of AIIMS, RISHIKESH. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

c. **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.

**7. Additional Scope Pertaining to Hospital:-**

Housekeeping in the hospital conditions is different than the house keeping 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 house keeping staff has to show his /her humanitarian concern.

The cleaning materials used by contractor should not be reactive to kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, ceramic fittings of toilets, if it is found at any time that any damages occurred due to use of wrong chemicals the same shall be rectified on the risk and cost of contractor.

**8. Cleaning of office/Consultant Rooms:-**

- a. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- b. 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.
- c. The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery.
- d. The worktables shall be mopped with soap solution in the morning.
- e. The office shall be mopped with soap solution in the morning.
- f. Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

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

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



- d. In morning the trash bag shall be changed when it is full.
- e. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.

#### **10. Glass Windows, Doors & Aluminum Partitions:-**

Thorough cleaning of all toilets with phenol, removing all dust and unwanted material, keeping dry, cleaning of window grills/glass once in 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 requisite place.

Lifting, carrying and disposing the dead birds animals, rats, insects etc, if found in and around the hostel. Cleaning and sweeping of open area including balconies and roof tops with brooms.

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

#### **11. Garbage Disposal:-**

The Contractor shall collect garbage in specified color coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as notified by the Rishikesh Municipal Corporation. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

#### **12. Underground & Overhead Water Tanks:-**

The Contractor shall clean & disinfect the Under Ground & Overhead Tank periodically after emptying the water from the tanks as per instructions. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

#### **13. Terrace Cleaning:-**

The Contractor shall clean the terrace periodically as per instructions. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

### **Instructions for Contractor:**

1. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment's.
2. The contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipment's used in wash rooms for housekeeping purposes as given in Annexure - A.
3. 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.
4. 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.
5. 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.
6. The contractor has to provide standard liveries to its housekeeping staff. The staff shall be in proper uniform provided by the contractor but approved by AIIMS, RISHIKESH with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of competent authority.
7. 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., time keeping machine, computerized inventory of stores,

computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment's, etc.

8. 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.
9. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the sister I/C/Supervisor/Officer of that area i.e. wards/ 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 sister I/C/Supervisor/ Officer. All instruction given by sister I/C/Supervisor/Officer should be considered in the scope of work.
10. **Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site.** The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc., will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.
11. The 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 condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.

### **Clauses of Contract:-**

#### **1. Performance Guarantee:**

As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of FDR/ Bank Guarantee in favour of "All India Institute of Medical Sciences, Rishikesh" drawn on any Nationalized Bank/Scheduled Bank and payable at RISHIKESH. Bank Guarantee Bond of a nationalize bank in the prescribed format is also acceptable in this regard.

#### **2. Quality Of Services:**

All Services to be supplied by the contractor shall be in conformity with the specifications laid down in the Contract. The services supplied under the Contract must be of the highest quality and standard.

#### **3. Inspection Of Services:**

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

#### **4. Payments:-**

The service provider shall submit the bill to the \_\_\_\_\_ Office for re-imburement by 3<sup>rd</sup> of every month. Payment of bills for services rendered will be on reimbursable basis. Bills when submitted, shall be supported by the following documents: -

- (a) Certificate to the effect that "Conditions as envisaged Government of India / Utrakhnad Government Minimum Wages Act and other Statutes on the subject have been complied with."

(b) Copies of the remittance such as EPF, ESI etc. shall be enclosed.

(c) The company will ensure that all their personnel should possess bank account and their salaries are remitted to their account.

The rates quoted shall be exclusive 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.

Service provider shall make regular disbursement to the staff deployed in the Institute, every month through ECS or cheque in the presence of representative of the Institute. For said purpose all staff deployed should have a valid bank account.

The Successful agency should ensure that all components of minimum wages (ESI, PF, Bonus etc.) are to be paid to the staff engaged as per the Min. wages Act, 1948.

#### **5. 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.

#### **6. Price Variation: -**

The providing agency shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by the agency in the Institute.

Rates quoted by the firm will include all statutory obligations of the contractor under Minimum Wages Act. Minimum wages for all purposes of tendering and execution thereof 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.

#### **7. 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 Director, AIIMS, it is also a term of this Contract that no person other than a person appointed by the 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.

#### **8. 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 which shall have exclusive jurisdiction to the exclusion of any outside court.

## **9. 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.

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, interpretation of the Clauses by the AIIMS shall be final and bindings on all Parties.

## **10. Contractor's Responsibilities**

**a) Cleaning Materials:- All the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants will be provided to the contractor, and the payment for any exceptional item which is not provided by AIIMS, Rishikesh or in any exceptional circumstances will be reimbursed on actual basis to the contractor against the submission of original bills of cleaning materials and their consumption report duly certified by AIIMS, Rishikesh. All dustbins and coloured waste disposable bags will also be provided to the contractor by AIIMS, Rishikesh.**

b) The Operator 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 Operator shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

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 Director, AIIMS, Rishikesh.

All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document.

f) 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.

## **11. Special Instructions:**

1. 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.

2. 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.

3. The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Director, AIIMS, Rishikesh. In case of default Director, AIIMS, Rishikesh may get the improvement done at the cost of agency without any notice.

4. 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.

5. 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 will be supplied free of cost.
6. The tenderer should provide sufficient number of staff required for completion of the required scope of work. The staff in uniforms and badges as approved by 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.
7. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to be rendered to 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.
8. The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of Notification of Award (before the issue of award letter)
9. The cost of maintenance of machine will be borne by the contractor.
10. The chemicals should be Eco-friendly, Bio-degradable of international quality.
11. For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipments, computers etc. persons in charge of outsourced facility of respective area shall lodge complaint with the concerned section mentioning the item replaced or repaired otherwise the responsibility lies with the outsourcing agency.
12. There should not be any dust & dirt in and around the area assigned to the firm during the execution of work.

(Signature of the Bidder)

Along with Stamp of Firm/Company

Date:

Place:

## Provisional Cleaning Schedule:-

### **PUBLIC AREA WASHROOM**

<b>S. No.</b>	<b>Activity</b>	<b>Frequency</b>	<b>Agents used</b>
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 disinfectant
3	Garbage Removal	Thrice a day/ when bags	As per the BMW 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)**

<b>S. No.</b>	<b>Activity</b>	<b>Frequency</b>	<b>Agents used</b>
1	Garbage Removal	As per case and requirement	As per the BMW 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)**

<b>S. No.</b>	<b>Activity</b>	<b>Frequency</b>	<b>Agents used</b>
1	Garbage Removal	Four to five times a day/ when bags are 3/4 <sup>th</sup> Full	As per the BMW guidelines
2	Dry Mop	Every five hours and as per case and requirement	Feather Brush
3	Dusting	Every five hours and as per case and requirement	Z colour duster
4	Mopping	Every five hours and as per case and requirement	Germicide, or any AIIMS Rishikesh approved disinfectant
5	Washroom washbasins cleaning	Every five hours and as per case and requirement	Germicide, or any AIIMS, Rishikesh approved disinfectant

### **Hospital (Ward Area)**

<b>S. No.</b>	<b>Activity</b>	<b>Frequency</b>	<b>Agents used</b>
1	Garbage Removal	Four to five times a day/ when bags are 3/4 <sup>th</sup> Full	As per the BMW 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

**Additional conditions:-**

Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) as per enclosed list in tender form should be followed. Materials and chemicals of approved quality shall be used. The consumption of material/chemicals shall be regulated as per 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.

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

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

(Signature of the Bidder)

Along with Stamp of Firm/Company

Date:

Place:

## Annexure-A

### **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
- Waiting areas
- Corridors
- Basement
- Staircases
- Elevators
- Hostels
- Kitchen & Dietetics Department

Activity	Material Used	
Dusting	Damp Duster with 1% Bacillocid/2% R-2	
Hovering	Vacuum Cleaner	
Scrubbing	2%	R-2 & Spiral
Mopping	1%	Hypo chloride/Mikrobac Forte

#### **Description:**

- Remove all garbage from the dustbins.
- Dust the entire area with a damp cloth or when necessary with Bacillocid solution.
- Vacuum cleans the entire area.
- Mop the floor with 1% Hypo Chloride/Mikrobac Forte.
- After each shift mops should be dip into 1% Sodium Hypo chlorite for re-use.
- Scrubbing of the above mentioned areas to be done thoroughly every Weekly with 2% R-2 Spiral solution.
- Once a week area to be polish with terenova.
- Polished area needs to be buffed on daily basis.
- Curtain or divider should be washed/changed on weekly 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.

**Description:**

- 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 are 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.

## **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 Squeegee 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 out side 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/Faculty Room**

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

**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:-**

- ✓ R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 litre of water). R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 litre of water).
- ✓ R-4 Furniture Maintainer (Ready to use product). R-5 Room Freshener (Ready to use product).
- ✓ R-6 Toilet bowl/W.C. cleaner (Ready to use Product).
- ✓ R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Liter of water). Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Liter of water). Toilet Brush
- ✓ Scrubber/Scotch brite. Hand mop
- ✓ Dusters Corner brush Soap solution
- ✓ Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

**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.
- Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.
- 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 bind main 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 removal of bee hives if any once in a month and bird dropping etc. including cleaning on Polycarbonate sheds provided on all three ramps and other area at Trauma Centre. dynamic rope, seat harness, Gri Gri Shunt Suction pad, Cleanser (all clean), R3, bursh, Wiper, Scrapper, Helment, Bucket,

### **Subject: Cleaning of the water closet Materials required:**

- R-6/Harpic
- 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,
- Missing or broken shoes/buffers,
- Stained/scratched/broken/cracked/WC or WC seat,
- Leakages under WC.

### **Process:**

- Flush out the water and spread R-6 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.

### **Subject: Cleaning of the Washbasin.**

#### **Materials required:**

- Cleaning agent-R-1
- 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, pour some pine gole 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.

### **Subject: 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.

### **Subject: Cleaning of Chrome fittings**

#### **Materials required**

- Cleaning agent-R-1 D-7
- Discard
- Toothbrush
- Sponge

- Chrome polish

**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.

**Subject: Cleaning of looking mirrors.**

**Material required:**

- Glass cleaner
- Feather duster
- Flannel cloth
- R-3

**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 side ways 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.

**Subject: 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 of 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.

## **Subject: 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.

(Signature of the Bidder)

Along with Stamp of Firm/Company

Date:

Place:

## Annexure –B

1. Details of mechanized & automated cleaning and equipment likely to be used in carrying out the work:

S.No	Machine Name	Qty.
1	Automatic scrubber driver	15
2	High pressure machine	6
3	Glass Cleaner Kit	24
4	Poll 6 meters.	12
5	Poll 11 meters.	9
6	Caddy Bucket	80
7	Stopper	120
8	Stairs	8
9	Automatic scrubber driver (Ride on-battery operator)	2

2. **Scope of work:**

- a. IPD Building (G+5 floors), PMR \*
- b. Trauma & Emergency Building \*\*
- c. 12 toilets in OPD building \*\*\*
- d. OPD Building,
- e. Diagnostic areas,
- f. Hostels,
- g. Cafeteria, Mortuary
- h. Roads,
- i. Peripheral area, common area of residential campus etc.

\* Minimum 4 housekeepers are required in each ward in each shift.

\*\* Minimum 8 housekeepers are required on each floor in each shift.

\*\*\* Minimum one dedicated housekeepers in required in each toilet in each shift.

\*\*\*\*Minimum 4 housekeepers are required in morning shift at each floor of hostels. 2 are required for evening shift for each floor and one for night shift,

##Housekeepers will be posted in 3 shifts as per the requirement of AIIMS, Rishikesh.

(Signature of the Bidder)

Along with Stamp of Firm/Company

Date:

Place:

## Schedule: I

### List of working area:

- a. IPD Building (G+5 floors), PMR \*
- b. Trauma & Emergency Building \*\*
- c. 12 toilets in OPD building \*\*\*
- d. OPD Building,
- e. Diagnostic areas,
- f. Hostels,
- g. Cafeteria, Mortuary
- h. Roads,
- i. Peripheral area, common area of residential campus etc.

(Signature of the Bidder)

Along with Stamp of Firm/Company

Date:

Place:



**Annexure - C**  
**FINANCIAL BID**

Mechanized & Automated Cleaning services along with machinery, manpower and equipment for Hospital Area at AIIMS, Rishikesh, as per list attached.

Name of the Agency: M/s.....

Address of the Firm: .....  
.....

Amount per month (Inclusive of all statutory obligations)	In Figure	
	In Words	

- All staff required for carrying out the above work, this is inclusive of all salaries as per minimum wages, bonus, ESI, PF, uniform cost etc., Labour Cess & all other taxes & dues payable **excluding the Goods and Service Tax (GST) & educational cess.**
- GST shall be paid to the contractor and the contractor is required to provide challan paid in the subsequent monthly bill.
- **In case two or more agencies are found to have quoted the same rates, Director, AIIMS, Rishikesh shall decide about the Agency to which the offer shall be granted based on the report of maximum experience (in years) of the firm in Central Government Hospital/ Central Autonomous Institutions of National importance.**

**Declaration by the Bidder:**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

- Under no circumstances should financial bid be put in Technical Bid document, else his tender will be summarily rejected.
- No other charges would be payable by Client.
- There would be no increase in rates during the Contract period except provision under the terms and conditions.

Place:.....

Date:.....

**(Signature of Bidder with seal)**

Name:

Address :

Phone No (O):

Fax No. (O):

E-mail:

## Annexure - D

### Proforma of Performance Bank Guarantee

In consideration of the 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 notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.

4. We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS, RISHIKESH under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Administrative Officer, 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)