GOVERNMENT OF KARNATAKA

BANGALORE MEDICAL COLLEGE & RESEARCH INSTITUTE
SUPER SPECIALITY HOSPITAL (PMSSY)
BANGALORE-560002

BID DOCUMENT FOR HOUSE KEEPING SERVICE AT
BMCRI- SUPER SPECIALITY HOSPITAL (PMSSY),
BANGALORE

ENQUIRY NO:  BMCRI/SSH/ SUP- TEND 08/2016-17 Dated: 09/12/2016
TENDER NOTICE FOR PROVIDING HOUSE KEEPING SERVICES TO BMCRI-SUPER SPECIALITY HOSPITAL, BANGALORE-02

The Tender Inviting Authority of Bangalore Medical College & Research Institute Super Speciality Hospital invites E- tenders for the supply of Housekeeping Staff as per KTPP Act 1999 & 2000.,

Tenders may be uploaded from: 9/12/2016 after 10.30 AM

Last date for uploading the tenders: 09/01/2017 before 4-30 PM

Date of opening of tenders: 11/01/2017 at 2-30 PM (If, declared as general Holiday, next working day)

1. Eligible agencies may visit/ inspect the site and verify the entire quantum of work before quoting. They may visit/inspect the site on any working day from between 10.00 am to 5.00 pm by contacting the SPECIAL OFFICER, Super Speciality Hospital , BMC&RI, Bangalore-02

2. Tender documents consist of the following:
   i. Tender Notice including eligibility criteria.
   ii. Instructions to Tenderer
   iii. General Conditions of Contract
   iv. Scope of Work (Annexure ‘I’)
   v. Additional scope and Particular Conditions for Hospital & cleaning schedule
   vi. Resource requirement. (Annexure B)
   vii. Technical Tender form
   viii. Financial Tender form
   ix. Declaration (Annexure ‘A’)

3. The tender document shall be downloaded from the website http://www.eproc.karnataka.gov.in and the document can be viewed and downloaded only in www.bmcrrish.org from 09/12/2016 and Rs. 2000/- (Rupees two thousand only) should be enclosed as Tender document fee payable by non-refundable demand draft/Banker Cheque of any Nationalized bank drawn in favour of “Special Officer, PMSSY Super Speciality Hospital, Bangalore”. The same to be submitted on or before 11/01/2017 before 5.30 PM.

4. The Technical Bids shall be opened at 2.30 PM on 11/01/2017 at Board Room, BMCRI SSH, Bangalore – 02 in the presence of such tenderers or their authorized representatives who may wish to be present.

5. The tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.
I ELIGIBILITY CRITERIA

1. The Tenderer must have an annual turnover of Rs. 10,00,00,000/- during the last three years (2013-2014, 2014-2015 & 2015-2016) for Similar kind of service Consolidated report duly Certified by Chartered Accountant.

2. The Agency must have experience of handling the similar kind of work in reputed organizations/Govt. Institutions/Public Sector for at least 3 years. As Certificate of satisfactory performance from such clients is also to be enclosed.

3. Agency must be registered as the Registration Certificate of firm/ Establishment as service provider with the appropriate authority.

4. The Tenderer should have a valid labour license.

5. The tenderer should have registered under Contract Labour (R&A) Act, 1970.


7. The Agency must be registered with the following statutory authorities viz., ESI, EPFO, Income Tax & Service Tax.

8. The Tenderer should have the Registered / Branch Office in Bangalore.

9. Tenderer to submit satisfactory completion certificate from the Client/Employer in support, failing which the information is liable to be treated as invalid. Work orders to be enclosed along with service satisfactory certificates in the last 3 years.

10. If the tenderer is providing services at BMCRI Super Speciality Hospital BMCRI, the tenderer shall submit the latest (shall be dated on or after tender notification date) service satisfactory certificate without fail. Else the bid shall be rejected.

11. If the tenderer has provided similar kind of service at BMCRI Super Speciality Hospital previously, then the tenderer shall submit the service satisfactory certificate without fail. Else the bid shall be rejected.

II. INSTRUCTIONS TO TENDERERS

1. E-tenders are invited from the registered and reputed Housekeeping agencies for providing House Keeping service & mechanized cleaning services with manpower for BMCRI- Super Speciality Hospital, Bangalore - 02 on contract basis under Two bid systems.

2. The premises include the covered area of the building and outside the building within the boundary of the premises.

3. The tenderers are required to submit two separate Bids i.e. – Technical and Financial, as per prescribed proforma.

4. The Technical bid should contain the following:
   a) Technical bid tender form
   b) Tender fee of Rs.2,000/- (Non-refundable) in the form of Demand Draft/Pay Order from a Commercial bank drawn in favour of, “Special Officer, PMSSY Super Speciality Hospital”, payable at Bangalore.
c) Earnest Money Deposit of Rs. 2,00,000/- shall be paid online through e portal (NEFT/OTC)
d) Registration Certificate of firm/ Establishment as service provider
e) Copy of Service Tax code details
f) Copy of Registration Certificate of Firm/Agency/Organization as service provider.
g) Copy of PAN Number
h) Copy of ESI Registration
i) Copy of EPF Registration
j) Copy of Registration details under Contract Labour (R&A) Act, 1970.
k) Copy of ESI & EPF payment Statement details for the last 2 years.
l) Audited Balance Sheet for the last three financial years or Audit report of last three financial
years duly certified by chartered accountant.
m) Income Tax returns for the last 3 years along with Income Tax clearance Certificate.
n) Copy of valid license from Labour Department
o) Copy of ISO certification
p) The declaration in the prescribed proforma (Annexure A) enclosed should be submitted
along with the Technical Bid.

5. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.2,00,000/- shall
be paid online through e portal (NEFT/OTC). In the absence of EMD, the tender shall be rejected. The
earnest money shall be refunded to the unsuccessful tenderers after finalization of the contract. It shall
be refunded to successful Tenderer on the receipt of performance security deposit. No interest is
payable on the EMD.

6. The agency should submit the Original Solvency Certificate for Rs.5.00 Crores from any Nationalized
Bank issued in favour of Special Officer, BMC&RI Super Speciality Hospital (PMSSY) Bangalore. All
entries in the tender form should be legible. Any overwriting or cutting which is unavoidable shall be
signed by the authorized signatory. Solvency Certificate has to be issued on or after the tender
notification.

7. Tenderer should have the following certification compulsorily and tenderer should upload in the
eportal. If tenderer fails to upload the copy of all certificates, the bid will be rejected.
   i) ISO 9001:2008
   ii) SA 8000:2008
   iii) OHSAS 18001:2007
   iv) ENISO 14001:2004

8. The bid shall be valid for 180 (One Hundred Eighty) days from the date of opening.

9. The tenderers shall quote for all work failing which the bid shall be considered non responsive.

10. Tender incomplete in any form will be rejected outright

11. Conditional Tenders will be rejected outright.

12. The closing date and time for receipt of tenders will be 09/01/2017 4.30 PM

13. The Technical Bid shall be opened on 11/01/2017 2.30 PM at BMC & RI Super Speciality Hospital
(PMSSY), tenderer who wish to be present at the time may attend. All the Technical Bids will be
scrutinized, relevant documents checked for their authenticity and the Tenderer whose Technical
tenders are accepted will be informed about the date and time for opening the Financial Bids.
14. 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.

15. In case the successful Tenderer declines the offer of Contract, for whatsoever reasons, his EMD will be forfeited.

16. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.

17. The successful tenderer will have to submit 10% of the tender value as Performance Security Deposit by way of DD from a commercial bank and in favour of “Special Officer, PMSSY Super Speciality Hospital” for 60 days beyond the expiry of contract and further renewable.

18. The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender. Otherwise the contract will be canceled and EMD will be forfeited.

19. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the Minimum wages as decided by the State Government for Bangalore city. If the rates quoted are found below the minimum wages, tender will be rejected.

20. Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by the Government.

21. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by State Government. This revision will, however, be restricted to revised Minimum Wages only. If the revised monthly Minimum wages remain less than the quoted manpower charges, no revision will be allowed.

22. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work.

23. The agency should quote the number of manpower required for House Keeping with the Charges per person per month. The charges for supply of manpower shall be quoted in Figure and words. In case of any discrepancy in rates, the rates written in words shall prevail.

24. The Charges should be quoted on monthly basis for providing manpower for housekeeping and cleaning etc.

25. Rates quoted shall be firm and fixed. No escalation of whatsoever nature shall be payable, unless it is due to State Government order on enhancement of Minimum Wages.

26. Tenders received and found deficient on account of registrations, documents or required information are liable to be rejected summarily.

27. Tender containing false, misleading information will be rejected and may also be liable for consequences for submitting false information. Special Officer, BMC&RI Super Speciality Hospital Bangalore, does not bind himself to accept the lowest or any tender and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
28. The competent authority reserves the right to withdraw/relax any of the terms and conditions mentioned above.

29. The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

30. For finalization of contract, the Tenderer whose rates as given in the Financial Bid, are the lowest in comparison to other tenderers will be considered as the Lowest Tenderer. **If 2 bidders are found to be the lowest then the preceding year’s annual financial turnover will be considered.** The bidder with higher annual financial turnover for similar kind of service will be preferred. Balance sheets for the same should be produced.

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

1. The persons deployed by the Contractor should be less than 50 years of age, properly trained, have requisite Experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.

2. The Contractor should ensure the Health and safety measures of the employees.

3. The Contractor will be responsible for maintenance of all such items/equipment used in wash rooms and other areas for housekeeping purposes.

4. Performance Satisfactory certificate for the last three years wherever service of similar nature has been provided. It is mandatory to enclose service satisfactory certificate if the bidder has served/serving this hospital in the last three years. Failure to submit such documents will lead to bid rejection.

5. The Contractor must employ adult and skilled 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, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.

6. The Contractor will be responsible for such conduct of the persons engaged by him in the Hospital, which will be conducive for maintaining the harmonious atmosphere in the Hospital and will be responsible for any act of commission & omission of such persons.

7. The persons provided by the contractor shall be the employee of the contractor only and there is no Master and Servant or Employer and Employee relationship between the persons provided by the contractor and this Hospital and further the said persons of the contractor shall not claim any employment, engagement or absorption in this Hospital, in future.

8. The persons provided by the contractor shall not claim any benefit/compensation/absorption/regularization of service from/in this hospital under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertakings from the persons to this effect shall be required to be submitted by the contractor to this hospital.

9. The contract shall initially be valid for period of One year and may be extended further for a period subject to satisfactory performance, on the same Rate, Terms and Conditions on mutual consent.
10. The rates quoted by the bidder shall remain unchanged during the initial period of one year contract.

11. **Special Officer, BMC&RI Super Speciality Hospital**, however, reserves the right to terminate the contract by serving one months notice, in writing. Without assigning any reason the Contract may be terminated with mutual consent by giving one month notice.

12. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited.

13. The Contractor must provide standard liveries besides the annulment of the contract to its housekeeping staff/supervisors/managers. The staff shall be in proper uniform as approved by **Special Officer, BMC&RI Super Speciality Hospital**, and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for approval, BMC&RI Super Speciality Hospital.

14. The agency shall provide the surname and other details compulsorily for the deploying housekeeping staff as per any Government ID card (preferably ADHAR Card).

15. The agency shall issue Photo ID cards (information as in any Government ID card) to all its employees with the agency’s Logo & Name and Designation of the employee deployed within a period of one month.

16. The agency shall submit the medical fitness certificate of the Housekeeping staff deployed and age shall be ascertained in the medical fitness certificate. And the certificate shall be issued by any of our attached hospitals.

17. The Housekeeping staff should be provided with minimum 2 pairs of uniforms with monogram of the agency. If the agency is serving more than one hospital in the BMCRI Super Speciality Hospital (PMSSY) campus, then the uniforms shall be unique to each hospital. The staff should have good personality and should be presentable and pleasant in their manners. They should be able to identify important officers of the Hospital and should give proper respect to them. The age of the housekeeping personnel posted by the Agency shall not exceed 50 years.

18. Qualified bidder should pay for the already installed face & finger reading biometric attendance instrument and the paid amount shall be remitted at the end of the contract with deduction of 10% as depreciation. The biometric entry and attendance will be monitored by the hospital authorities. It should be certified by NS Grade I /II and submitted in triplicate on 5th of every month. However, the Biometric attendance shall be final and wage payment shall be done purely based on biometrics.

19. **Special Officer, BMC & RI Super Speciality Hospital** will provide space for setting up a control room of the Contractor in the premises. The control room be equipped with a computer work station. The contractor will arrange for all items, viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the Manager/supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment, etc.
20. Special Officer, Super Specialty Hospital, BMC&RI, will ensure that the office rooms, hospital rooms etc. are open at designated hours for cleaning/housekeeping work.

21. The belongings of the staff deployed shall be checked at the entry & exit by the security at the gates. Any theft found to have happened due to the deployed employees, serious action shall be taken.

22. The Contractor has to ensure the following:

Pest free environment in the premises.

Provide tissues boxes and hand towels in Officers rooms.

Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc. in all wash rooms and garbage bins/bags, etc. in all work station wash rooms and pantries.

Ensure that their manager/supervisor is equipped with mobile phones.

Arrange for garbage disposed vehicle bins and other material required for segregation and disposal of waste in a professional manner without violating the eco-norms prescribed by the concerned authority.

Provide Hospital Waste Management Services when applicable including all equipment, disposables containers, trolleys etc. complete in all respects as per CPCC Norms.

Ensure the collection, mechanized screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, etc. The contractor will also ensure that the garbage collection work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

To make compliance to relevant the provisions of the appropriate statutory Laws.

To follow the instructions of the administrative authority of the office.

The Housekeeping services are to be provided at BMCRI Super Speciality Hospital on 24X7X365 day. The contractor is responsible for any loss due to improper handling of movable/immovable properties or use of improper material/equipments for cleaning etc., by the housekeeping staff.

The contractor has to indemnify the BMC&RI Super Speciality Hospital, against all claims, damages or compensation under the provisions of Central Minimum wages Act and other Labour laws in force from time to time and Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer’s Liability Act, 1938; the Workman Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Bonus Act; Contract Labour (R & A) Act 1970, or any modification thereof or any other Social Security benefits including prescribed number of leave / holidays and prescribed hours of work Schedule to its employees deployed in the hospital and all laws related to Social Security (ESI & P.F. etc), Service Tax wherever applicable & other Labour legislations, and such statutory orders from time to time. BMC&RI Super Speciality
Hospital, will not own any responsibility in this regard. And the Contractor will be liable for any consequences resulting from violation of any such rule / provision.

These instructions shall form a part of the contract document/agreement.

IV. **Scope of work and services of the premises**

a. Details of scope of work are enclosed in the Annexure ‘I’

b. The details of the cleaning schedule is enclosed in the Tender form.

Details of Equipment to be used, Number of Manpower and liveries to be used is furnished in the Annexure ‘B’

The contractor shall provide resources, to meet the contractual obligations.

V. **Variations**

The BMC&RI Super Speciality Hospital, official in-charge may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and priorate for additional areas for equipment, toiletries etc.

VI. **Payment Procedure**

a. Payment will be made in the first week of the succeeding month upon submission of the bill in the triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by BMC&RI Super Speciality Hospital, along with computer generated attendance sheet (biometric) in respect of the persons deployed.

b. The billing cycle is to be Calendar month. The bill by the Agency to be submitted before 3rd and bill to be cleared for each month. However, the agency has to make payment to the worker on or before 7th of every month without fail and payment of wages is not linked to the clearance of the bill by BMC&RI Super Specialty Hospital. However, endeavor shall be made to make the payment to the agency in time.

c. The wages of the workers should be credited into their bank account and the necessary supporting documents should be enclosed while submitting the next month bill. No cash payment is permissible & such payments are to be treated at par with non-payment of wages. There must be no deviation whatsoever in this regard. Bank statement for having remitted the salary has to be produced. The bank should be a nationalized bank.

d. The details of remittance of Bank Statement, ESI/EPF/Service Tax and other statutory dues should be enclosed along with the bill for the next month. If these are not remitted to the employees as per the procedure then the bills shall be withheld until clearance from the agency and strict actions will be taken against the agency.

e. Employee-wise details of ESI, EPF & other statutory dues contribution paid is to be submitted on time. The firm / agency shall nominate one of their staff to produce their ESI and EPF user id and password and provide the details asked by office regarding the ESI and EPF payments, download their uploaded ECR copies to this office. The security Deposit shall be released without interest after 3 month of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or its employees. In case of any complaint, the security
deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF of workers engaged during contract period or after submitting the individual EPF account details to be certified by Provident fund commissioner’s office, submission of receipts of payment of service tax (month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.

f. The Successful Bidder shall submit an undertaking on a stamp paper that all statutory Labour Laws including Minimum Wages Act, ESI, EPF, WAGES to the employees engaged at BMCRI-Super Speciality Hospital is being complied and any differences regarding the above shall be the responsibility of the bidder. And the hospital shall take legal actions if the agency is found to be at fault in terms of remitting the ESI, EPF & WAGES to its employees. The mentioned undertaking shall be submitted along with the contract paper.

g. The Agency, which do not provide detail of the payment of all statutory dues with the bill, will be given one month’s notice for termination of the contract right away.

h. Duty roster of a month shall be submitted on 25th of the previous month and shifts shall not be altered. If altered it shall be brought to the notice of the Special Officer in a letter immediately.

VII. Liquidated damages

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by Super Speciality Hospital, BMC&RI, and if no action is taken within ONE hour liquidated damages @ Rs.500/- (Rupees Five Hundred Only) per complaint shall be imposed. The decision of BMC&RI Super Speciality Hospital, official in-charge shall be final, in this regard.

VIII. Manpower

a. The Contractor should ensure to maintain adequate number of manpower as per Financial Bid and also arrange a pool of stand by housekeeping staff/supervisor. In case any housekeeping staff/supervisor absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the numbers of workers/supervisor reported are less than the minimum required as per Financial Bid a penalty @ Rs.500/- (Rupees Five Hundred Only) per worker per shift will be deducted from the bill and also the wages for the absent workers will be deducted. Any Manpower should not be deputed in double or triple shift. If the absence or shortage of workers pertains for more than 3 days, then an additional penalty of Rs 1,000 shall be charged against the agency per day per shift of providing less workers

b. The working staff to be professionally qualified and must be trained. This work force should be on the pay roll of the Agency.

c. Contractor must employ adult personnel having good antecedents.

d. The agency shall be fully responsible for the conduct of their staff. Any misconduct/misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to BMC&RI Super Speciality Hospital.

e. The institute shall have a right to ask for the replacement of a worker who is not found suitable for the work or adjudged undesirable worker by the hospital.
f. The staff shall be in proper uniform with Identity cards & name plates while on duty.

g. The Contractor shall provide a bio-data with a photograph as well as copies of identity cards of all the persons engaged by him for working in the hospital and also get their Police verification done before engagement in the premises. Without the police verification, biometrics of the workers shall not be done. And biometric attendance shall be considered from the first day of joining.

IX  Risk Clause

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement. BMC&RI – Super Speciality Hospital reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by BMC&RI Super Speciality Hospital from the Contractor’s Security Deposit or pending bill or by raising a separate claim.

a. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the BMC&RI- Super Speciality Hospital.

b. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the BMC&RI Super Speciality Hospital and shall not knowingly lend to any person or company any of the effects or assets of the BMC&RI Super Speciality Hospital under its control.

c. In the event of loss/damage of equipment etc. at the premises of the Hospital due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to the hospital.

d. The Contractor or its representative/s shall meet BMC&RI-Super Speciality Hospital representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.

e. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the hospital premises and shall indemnify BMC&RI Super Speciality Hospital for any loss or damage caused by any act of the Contractor or its employees or staff etc.

f. The Contractor shall not assign or sublet this Agreement or any part thereof to any third part without the approval of BMC&RI-Super Speciality Hospital.

g. Measure of success will be based on the feedback from the visitors, Clinicians and staff which will be recorded and action report needs to be submitted every month by the Contractor.

h. Appointment of Supervisors will be done in consultation with BMC&RI Super Speciality Hospital’s representatives and must be approved by them.

i. Training on behavior aspects and ethics must be done regularly. BMC&RI Super Speciality Hospital’s ways of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.

j. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

k. Any loss caused to the life and property due to negligence or dereliction of duty of the engaged agency is to be indemnified by the Agency upto the entire satisfaction of the concerned office.
XI. TERMINATION OF AGREEMENT

a. The Special Officer, BMC&RI SSH, Bangalore shall at his sole and absolute discretion, be entitled to terminate this agreement forthwith by written one month notice without assigning any reason and without payment of any compensation.

b. In case of gross breach of any terms and conditions attached to the contract, the performance Security Deposit of the Contractor will be liable to be forfeited by The Special Officer, BMC&RI SSH, Bangalore besides annulment of the contract and also blacklisting of the contractor for further five years.

c. In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Hospital by way of compensation, damages or otherwise.

XII. STAMP DUTY

The contractor shall bear the stamp duty on the original of the agreement incorporating the General conditions of the contract, Scope of the work, Additional scope of the work and terms and conditions, which shall be executed in duplicate, and the Hospital shall retain the original and the Contractor shall retain the duplicate.

XIII. DISPUTE SETTLEMENT

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Special Officer, BMC&RI SSH, Bangalore whose decision shall be final and binding on both the parties.

Signature of tenderer with seal
I. **Scope of Work**

1) **Cleaning Service**

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers / supervisors of the contractor will supervise the awarded work. The contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Special Officer, BMC&RI SSH. Officials of BMC&RI Super Speciality Hospital will monitor the entire work and staff deployed by the successful tenderer. House-Keeping Staff should be conversant with the layout of the building, fire safety system along with telephone Numbers of nearest Police Station, Fire Station, Hospital, Estate officer, etc.

a) **Daily Services:**

Housekeeping / cleaning services should be done daily from Monday to Sunday at regular intervals, so that the areas covered under the contract remain spic and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M.

i. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.).

ii. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas as covered in the contract.

iii. Cleaning of baskets, wastepaper baskets, cobwebs, etc. and disposing off all the collecting refuse at designated site on daily basis.

iv. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.

v. Spraying Room Fresheners in all rooms on a daily basis at regular intervals.

vi. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.

vii. Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily checkups in the morning, afternoons and on call basis during daytime.

viii. **Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipment, name plates, plant boxes, doormats etc. assisting the electrician in dusting the substation equipments.**

ix. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.

x. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.

xi. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, etc.

xii. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the Hospital officials in charge.
xiii. Dedicated manpower for washroom cleaning on each floor (24 X 7) days.

xiv. Grass cutting, tree branch trimming and removal of small plants, weeds around the hospital, DG area & Parking Lot.

xv. The contractor will be responsible for BMCRI-SSH sewage pipe maintenance and tenderer shall use the necessary equipment for the maintenance of sewage line (connected to the hospital, inside and outside) if required and shall be a part of this contract. No additional charges will be given in this respect.

(b) Waste Disposable Management

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of Biodegradable and non-Biodegradable garbage. Transportation of general garbage from the Hospital shall be the responsibility of the Contractor. No additional charges shall be given for Transportation of garbage.

The contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags provided by the hospital, prepare a flowchart indicating the method of collection / disposal, etc.

(c) Weekly Services

The deep cleaning of the entire area will be done by the contractor once a week as under:

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, Staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to the hospital for weekly cleaning so that the hospital’s 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.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to BMC&RI Super Speciality Hospital as required.

(d) House Keeping Monitoring and Control

For better management and smooth services the following monitoring mechanism will be adopted by the contractor.

- Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the contractor supervising staff on duty daily.
- **Management / Housekeeping Service 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 suggestion, complaints related to services or staff deployed by the contractor will be registered and reported to Special Officer, Super Speciality Hospital. The contractor will take immediate action to resolve the same failing which the penalty clause will be invoked.

- **Housekeeping Services Complaints Register**
  This register is to be completed on the basis of information received by the housekeeping Manager from BMC&RI Super Speciality Hospital through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter / fax / email, verbal complaints from BMC&RI Super Speciality Hospital, etc. and necessary action is to be taken.

**II. Additional Scope & particular condition for Hospital**

In case of any differences, these particular conditions of contract supersede the General conditions of contract. The services shall be provided round the clock on all days, including holidays. The Services include:-

(i) Cleaning of the whole premises including toilets and open areas.
(ii) Wet mopping of covered areas.
(iii) Cleaning of window panes and door panels.
(iv) Cleaning and dusting of furniture and fittings.
(v) Any other work within the scope of the specialized services.
(vi) Vacuum cleaning of all carpets and upholstered furniture.
(vii) Cleaning of the substation and the DG Area shall include in the scope of work. The grass and weeds around the hospital, parking area & DG area should be taken care.
(viii) The terrace shall be cleaned every week without fail and whenever need arises in between.

1. **Patients Room**
   The contractor shall be responsible for routine cleaning of the patient room ward every day in the morning and evening. The contractor shall also maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient’s discharge and keep it ready for the next arrival.

   a. **The Routine cleaning will include**
      i. Dusting of the furniture in the room including bed, chair, table TV, fridge & patient side rack etc.
      ii. Sweeping and mopping the entire room with disinfectant solution.
      iii. Cleaning of Toilet and bathroom with a bathroom cleaning solution.

   b. **Cleaning of Discharge of an inpatient will include**
      i. Wiping of the furniture and fixtures in the room with a soap solution.
      ii. Sweeping and mopping the entire room with a disinfectant solution.
      iii. Cleaning of Toilet and bathroom with a disinfectant/bathroom cleaning solution.
      iv. Reporting any maintenance required in the room.
2. **Cleaning the Patient Common Area**
   i. Dusting the walls, furniture and fixtures in the corridor and lobby.
   ii. Sweeping and mopping the floor with a disinfectant.
   iii. Cleaning public toilet with soap solution and keeping them odor free using deodorizer cubes / odonils.
   iv. Cleaning doors and windows with soap solution.
   v. Cleaning consulting room, dressing room, laboratory and other similar areas.
   vi. The cleaning pattern will be same as cleaning patient rooms.

3. **Operation Theater**
   i. All the dustbins washed and lined with color-coded bags in the morning. The trash bags shall be changed when it is full.
   ii. Operation Theater walls shall be thoroughly cleaned using specialize soap / disinfectant solution before and after every operation.
   iii. Floor, shall be washed thoroughly mopped with a specialized soap / disinfectant solution. The entire operation theater floor area shall be scrubbed once a day.
   iv. Toilets / bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.
   v. The common areas, doctor’s lounge, nurses’ lounge, change rooms, waiting lounge and inside operation theater shall be swept and mopped in the morning and at regular intervals to keep them clean.
   vi. The floor scrubbing will be done in the night or as and when asked for according to the scheduled operation and movements in that area.

4. **Cleaning of Offices / Consultant Rooms**
   i. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
   ii. The offices shall be dry dusted and swept after the closing hours.
   iii. Vacuum cleaning shall be done on carpet and upholstery.
   iv. The worktables shall be cleaned with soap solution in the morning.
   v. The office shall be mopped with soap solution in the morning.
   vi. Office staff rest rooms / toilets shall be cleaned using soap solution and kept odour free deodorizer.

5. **Cleaning of Laboratory & Other Critical Areas**
   i. All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bags shall be changed when it is full.
   ii. Walls shall be thoroughly cleaned using a specialized soap / disinfectant solution in the morning.
   iii. The floor shall be thoroughly mopped with a specialized soap solution.
   iv. The entire laboratory area shall be scrubbed at least twice in a week.
   v. Toilets / bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
   vi. The common area shall be swept and mopped in the morning and at regular intervals to keep them clean.

6. **Glass Windows & Doors**
   i. The contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
   ii. Internal Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.
7. **Biomedical Waste and Garbage Disposal**

The contractor shall collect Biomedical Waste and Garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the hospital and transport the garbage out of the hospital free of cost.

### III. CLEANING SCHEDULE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Activity</th>
<th>Frequency</th>
<th>Agents to be Used</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>1. VERY HIGH RISK AREA</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Operation Theaters, ICU, HDU)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Garbage removal</td>
<td>After every case/thrice a day</td>
<td>As per the BMW guidelines</td>
</tr>
<tr>
<td>2</td>
<td>Feather brushing</td>
<td>After every case/thrice a day</td>
<td>Feather brush</td>
</tr>
<tr>
<td>3</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; Mopping</td>
<td>Before start 1&lt;sup&gt;st&lt;/sup&gt; Patient and after every case/thrice a day</td>
<td>Wizard</td>
</tr>
<tr>
<td>4</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Mopping</td>
<td>Before start 1&lt;sup&gt;st&lt;/sup&gt; Patient and after every case/thrice a day</td>
<td>1% Sodium Hype Chlorite</td>
</tr>
<tr>
<td>5</td>
<td>Garbage removal from the corridor</td>
<td>-----------</td>
<td>As per BMW guidelines</td>
</tr>
<tr>
<td>6</td>
<td>Brushing in The Corridor</td>
<td>In continuation</td>
<td>Flat Mop</td>
</tr>
<tr>
<td>7</td>
<td>Dusting of doors and windows in corridor</td>
<td>After every 1 hour</td>
<td>X Colour Duster</td>
</tr>
<tr>
<td>8</td>
<td>Mopping with wizard in Corridor</td>
<td>After every 1 hour</td>
<td>Wizard</td>
</tr>
<tr>
<td>9</td>
<td>Mopping With sodium Hypochlorite in Corridor</td>
<td>After every 1 hour</td>
<td>1% Sodium Hypochlorite</td>
</tr>
<tr>
<td>10</td>
<td>Washroom Cleaning with Wizard</td>
<td>Cleaning after every half an hour</td>
<td>Wizard</td>
</tr>
<tr>
<td>11</td>
<td>Washroom Cleaning with sodium Hypochlorite</td>
<td>-do-</td>
<td>-do-</td>
</tr>
<tr>
<td></td>
<td><strong>2. HIGH RISK AREA (Wards, OPD)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Removal of Garbage</td>
<td>5.00 am., 2.30 pm. and 7.30 pm</td>
<td>As per the BMW guidelines</td>
</tr>
<tr>
<td>II</td>
<td>Brushing</td>
<td>Thrice a day</td>
<td>Feather Brush</td>
</tr>
<tr>
<td>III</td>
<td>Dusting</td>
<td>After every 2 hours as and when required</td>
<td>Wizard</td>
</tr>
<tr>
<td>IV</td>
<td>Mopping with wizard</td>
<td>After every 2 hours as and when required</td>
<td>Wizard</td>
</tr>
<tr>
<td>V</td>
<td>Mopping with sodium Hypochlorite</td>
<td>After every hour as and when required</td>
<td>1% Sodium Hypochlorite</td>
</tr>
<tr>
<td>VI</td>
<td>Washroom cleaning with Wizard</td>
<td>Cleaning after every half an hour</td>
<td>Wizard</td>
</tr>
</tbody>
</table>
### 3. MODERATE RISK AREA (Office)

| I | Removal of Garbage | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required | As per the BMW guidelines |
| II | Brushing | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required | Feather Brush |
| III | Dusting | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required | Z / Y Colour Duster |
| IV | Mopping with dry mop | In continuation | Flat Mop |
| V | Mopping with wizard | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required | Wizard |
| VI | Mopping with sodium Hypochlorite | Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required | 1% Sodium Hypochlorite |
| VII | Washroom | Four times a day 7.30 AM, 11.00 AM, 2.30 PM & 1.30 PM as and when required | Wizard and 1% Sodium Hypochlorite |

After 7.30 pm housekeeping services will be provided on call, if there is request from the attendant, patient and from Nursing.

### 4. MINIMAL RISK AREA

| 1 | Brushing | Once in a day it starts from 7.30 am as and when required | Feather Brush |
| 2 | Mopping with Wizard | Once in a day it starts from 7.30 am as and when required | Wizard |

### Dilution of wizard in all areas = 40 ml in 1 liter of water

**Cleaning of spillage of Blood / Body fluids**

1. Use disposable gloves.
2. Cover area with 1% sodium Hypochlorite
3. Leave for 20 minutes
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as clinical waste.

**Mops cleaning – Detergent wash and dry. Buckets – Detergent wash and dry. (If contaminated 1% Sodium Hypochlorite overnight rinse and dry.)**

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Biomedical Waste management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
2. A detailed Hospital waste management plan shall be prepared and got approved from BMC&RI Super Speciality Hospital before start of work.
3. All infected, chemical, radiation, Cytotoxic Health Care waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different colored bags / containers namely white, red, yellow, blue, black and transparent, puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourth full and then placed in a bigger bag / container for transporting.
6. Cover Trolleys should be used for transportation. Before final disposal / treatment waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection and storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage. Disposal of general garbage includes segregation, collection and storage, transportation within and outside the hospital until final disposal.

**DISPOSAL OF BIO – MEDICAL WASTE**

**DEFINITIONS**

i. Categories of waste
   ii. Anatomical waste – Tissues, organ, body parts.
   iii. Soiled waste (Solid waste) – blood and body fluids, stained dressings, swabs, cotton etc. solid plaster costs.
   v. Microbiology waste – lab cultures.
   vi. Sharps – Syringes with needles, burnt needles, sty lets, scalpels, lancets, blades, broken ampoules.
   vii. Liquid waste – waste from the laboratory and washing, cleaning and disinfection.
   viii. Expired Medicines.
   x. The waste shall be collected in different types of bag (Yellow, Red, Black & puncture proof sharp containers)

**METHOD AND PROCEDURE**

i. Anatomical waste will be collected in yellow bag and will be given to centralized waste management contractor.
ii. Soiled waste (Solid waste) – will be segregated and collected in red bags and will be given to centralized waste management contractor.
iii. Plastic waste will be collected in red bags and will be autoclaved chemically disinfected and then shredded.
iv. Sharps will be collected in puncture proof container and will be given to centralized waste management contractor.
v. Microbiology waste will be autoclaved.
vi. Liquid waste will be disinfected with hypochlorite solution before disposal.
    Expired Medicines will be sent to pharmacy for return.
    General waste will be collected in black bag and will be disposed as normal waste.
The following shall be followed:

a. Segregation will be done at source.

b. Bins will have bio-hazardous sign on them.

c. Housekeeping personal will wear gloves and masks before collecting the garbage.

d. Bags will be secured when they are 3/4th full and will be clearly labeled with the date, time and respective floor.

e. While handling the bag it must be held at the closed top and away from the body.

f. If a bag is found broken or not completely sealed then it should be double bagged into a second bag.

h. Garbage will be transported in designated trolley to the storage area.

i. Cleared daily at designated time.

j. Access to waste storage area is limited to authorized persons.

k. Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented.

l. Before the collection by the outside vendor the garbage bags has to be weighed and the details like date, time floor, weight will be entered in the garbage register by the housekeeping boy in the presence of security.

m. Biomedical Waste Management and Handling Rules, 1998 amended in 2000 shall and subsequent amendments, if any be adhered to.
Check List for Technical Tender for House Keeping and Facility Management Service in BMC&RI Super Speciality Hospital, Bangalore - 02

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of Tendering Company / Firm / Selected tenderers</td>
</tr>
<tr>
<td>2</td>
<td>Name of owner / Partners / Directors</td>
</tr>
<tr>
<td>3</td>
<td>Full Particulars of Office</td>
</tr>
<tr>
<td></td>
<td>(A) Address</td>
</tr>
<tr>
<td></td>
<td>(B) Telephone No.</td>
</tr>
<tr>
<td></td>
<td>(C) Fax No.</td>
</tr>
<tr>
<td></td>
<td>(D) Email Address</td>
</tr>
<tr>
<td>4</td>
<td>Registration Details :-</td>
</tr>
<tr>
<td></td>
<td>(A) PAN/GIR No.</td>
</tr>
<tr>
<td></td>
<td>(B) Service Tax Registration No.</td>
</tr>
<tr>
<td></td>
<td>(C) E.P.F. Registration No.</td>
</tr>
<tr>
<td></td>
<td>(D) E.S.I. Registration No.</td>
</tr>
<tr>
<td>5</td>
<td>Details of Earnest Money Deposit</td>
</tr>
<tr>
<td>6</td>
<td>Annual Turn over of 10 Crores for similar kind of service for the last three years certified by charted accountant</td>
</tr>
<tr>
<td>7</td>
<td>Performance satisfactory certificate from other institutions/ Hospitals</td>
</tr>
<tr>
<td>8</td>
<td>Performance satisfactory certificate if the tenderer is serving the hospital should be given after the date of notification</td>
</tr>
<tr>
<td>9</td>
<td>Performance satisfactory certificate if the tenderer has serving the hospital in the previous years</td>
</tr>
<tr>
<td>10</td>
<td>Tender form fee of Rs 2000 in the form of DD favouring Special Officer.</td>
</tr>
<tr>
<td>11</td>
<td>Solvency Certificate of 5 crores</td>
</tr>
</tbody>
</table>

The above format may be used to provide requisite details and any other details as per the tender document.

Signature of owner / The Managing Partner / Director

Date: Name:
Place: Seal:
Technical Tender

### Details of Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>ESI No.</th>
<th>EPF No.</th>
<th>Qualification</th>
<th>Employee code</th>
<th>Designation</th>
<th>Experience in Housekeeping</th>
<th>Training</th>
<th>Health check</th>
</tr>
</thead>
</table>

The above format may be used to provide employee details.

Signature of owner / The Managing Partner / Director

Date: Name:  
Place: Seal:
SELF DECLARATION

To,

Special Officer,
BMCRI Super Speciality Hospital,
Victoria Hospital Campus,
Bangalore – 02.

Tender Notification No:------------------ Date------------------

For Housekeeping service,
We

M/s.-------------------------------------------------

1. The tenderer should have an organization to provide the necessary management

2. Self declaration stating the firm is not black listed with any State Government / Central Government / Quasi Government Organization.

The Tenderer failure to furnish all information as stipulated in the tender documents or submission of a tender not in compliance to the tender documents will be rejected.

Signature of authorized person

Date: Full Name:

Place: Company’s Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical tender.
Details of the existing contracts

<table>
<thead>
<tr>
<th>Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer Concerned</th>
<th>Details regarding the contract including manpower deployed</th>
<th>Value of Contract (Rs.)</th>
<th>Duration of Contract From DD/MM/YY To DD/MM/YY</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional information, if Any</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The above format may be used to provide requisite details.

Signature of owner / The Managing Partner / Director

Date: __________ Name: __________
Place: __________ Seal __________
RESOURCES REQUIREMENT

The Contractor should provide skilled housekeeping staff to operate the following machines and equipment in the Hospital premises.

List of Machinery that will be provided:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>The equipments shall be under the custody of Special Officer and any damage caused shall be borne by the agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Scrubbing Machine (Taski)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Auto Scrubber Machine (Taski)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Wet/Dry/Vaccum Cleaner (Taski)</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>High Pressure Jet (Taski)</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Wringer Trolley</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Caddy Bucket</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Signages</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Drainage Pump</td>
<td></td>
</tr>
</tbody>
</table>

Minimum Cleaning Materials & Aids requirement:

The contractor shall use the quantity of cleaning materials for quality cleaning compulsorily. The cleaning materials shall be under the custody of Special Officer/ Concerned Nursing Supervisor. The required quantities of cleaning material and aids for the month shall be procured by the hospital and shall be stored in the store room and issued to the staff daily as required. Computerized records shall be maintained which shall be opened to inspection by BMC&RI Super Speciality Hospital staff.

Signature of the tenderer with seal
TENDER FORM

Date:……………………………

IFT No:

TO:
Special Officer,
BMC&RI Super Speciality Hospital (PMSSY),
Bangalore

Gentlemen and/or Ladies:

Having examined the Tender Documents including Addenda Nos............... [insert numbers], the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide ………………………………………………….services (Description of Services) in conformity with the said tender documents for the sum of Rs 2\textsuperscript{nd} cover.(Total tender amount in words and figures, here need not to mention the amount) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this tender.

We undertake, if our tender is accepted, to provide their services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our tender is accepted, we will obtain a DD of a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this tender for the Tender validity period specified in Clause 14.1 of the ITT and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We understand that you are not bound to accept the lowest or any tender you may receive.

We clarify/confirm that we comply with the eligibility requirements as per ITT Clause 1 of the tender documents.

(Signature) (in the capacity of )

Duly authorized to sign Tender for and on behalf of

Date:……………………………
**FINANCIAL BID** (second cover)

For House Keeping Services at BMC&RI SUPER SPECIALITY HOSPITAL, Bangalore.

I. Name of Tenderer

<table>
<thead>
<tr>
<th>SNo</th>
<th>Description</th>
<th>Qty</th>
<th>Price of the each Covering Karnataka Labour Act</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Basic Pay VDA PF ESI NHF 1/6 th reliever charges Service charges (in percentage) Service Tax Total per Individual per month Total Amount (3 X 12)</td>
</tr>
<tr>
<td>1</td>
<td>HOUSEKEEPING SUPERVISORS</td>
<td>03</td>
<td>3 4 5 6 7 8 9 10 11 12 13</td>
</tr>
<tr>
<td>2</td>
<td>TRAINED STAFF HOUSEKEEPING</td>
<td>80</td>
<td></td>
</tr>
</tbody>
</table>

Total

Total tender price: Rs.(Words)...................................................

Note:

1. Housekeeping charges inclusive of labour charges, vehicle for transportation of garbage, and any other items(s) that may be required for fulfillment of the contract
2. The above rates are inclusive of all taxes, levies including ESI contribution, EPF, service charges/taxes and etc.
3. The agencies shall invariably quote more than the minimum service charges at 2% of the Basic, VDA, Esi, Epf, reliever charges etc. The agency who quote NIL or less than 2% service charges will be rejected.
4. The percentage of service charges that will be quoted should not be in decimals.

Date
Place

Signature of the authorized person
Full name
Company’s seal