

All tenderers are requested to read the tender / ATC – I / II document carefully including its terms and conditions, procedures to fill the tender form and attach self-attested documents required copies.

ATC -I

TENDER DOCUMENTS CONSIST THE FOLLOWING: -

- 1. Eligibility criteria**
- 2. General Instructions to Tenderers**
- 3. General Conditions of Contract**
- 4. Scope of Work (Annexure-I)**
- 5. Resource requirement (Annexure-II)**
- 6. Liquidated damages / Penalty (Annexure III)**
- 7. Technical Bid (Annexure-IV)**
- 8. Financial Bid (Annexure-V)**
- 9. Undertaking (Annexure-VI)**
- 10. Code of Integrity (Annexure- VII)**
- 11. Check List (Annexure-VIII)**

I. ELIGIBILITY CRITERIA

- 1. The Tenderers must have an experience of handling the housekeeping work / sanitation services in reputed organization in Govt. & PSUs for at least three years supported by documentary evidence and must have among list of big clients, at least three Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from these three clients are also to be submitted along with tender.**
- 2. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents: -**
 - a. ESIC, EPF, INCOME TAX (PAN) AND GOODS & SERVICE TAX, PROFESSIONAL TAX REGD**
 - b. Registration certificate under Contract labour (R & A) Act 1970 (As applicable)**
 - c. Any other registration / license which is mandatory for such agencies stipulated by concerned authorities from time to time such as Storage of Hazardous Chemicals, if applicable.**
 - d. Shop & Establishment Registration certificate of Ahmedabad or Gandhinagar valid till last date of bid.**
- 3. The following documents must be submitted along with tender: -**
 - a. CA certified Turnover certificate with Audited Balance Sheets of preceding three financial years i.e. 2022-23, 2023-24 & 2024-25 with Income and Expenditure**

- statement, Profit and Loss Account and Audit report.
- b. Income tax returns for 3(a) as above. (FY 2022-23, 2023-24, 2024-25)
 - c. ESIC & EPF up to date payment details for the FY 2024-2025 till 06/2025, proof.
4. The **Tenderer should have sufficient employees on its rolls (minimum 35) Specifically trained for housekeeping work.** (Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid).
5. **ESI R.C. for period ending 30/09/2025 or ECR of EPF showing full list of employees for period ending 30/09/2025 or active CLRA Licence would be treated as valid proof for having 35 employees.**
6. The Tenderer should have a valid labour license including Hospital Waste Management (other than Bio Medical Waste) services as applicable.
7. **The tenderer should have at least 35 Nos. of active manpower on his payroll as on date 30/09/2025. The tender having active manpower less than 35 will be rejected summarily. [Attach ESIC or EPFO R.C. as proof as on 30/09/2025.]**
8. Medical Superintendent reserves the right to withdraw/relax any eligibility criteria if in public interest and in such a situation all the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned, explicit/implicit.

II. GENERAL INSTRUCTIONS TO TENDERERS

1. **Each page of the Tender document & ATC - I & ATC-II and papers submitted along with, should be numbered, signed and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by the ESIC Model Hospital Bapunagar & uploaded online.**
2. Technical Bids will be scrutinized, by the evaluation committee as constituted by the Medical Superintendent to check all requisite and relevant documents and their authenticity and giving score as per QCBS criteria mentioned in Annexure IV)
3. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor & detail of exact manpower deployment schedule will be given up to peak manpower requirement or less quality as per actual requirement.
4. An agreement between Successful Bidder & Medical Superintendent will be entered into on Rs. 300/- Non-Judicial Stamp Paper. Stamp value will be paid by the bidder.
5. Medical Superintendent 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

Model Hospital Bapunagar, subsequently.

6. Undertaking to follow integrity code must be duly signed by the bidder and uploaded with the bid documents.
7. Integrity pact must be duly signed by the selected agency within 15 days of award of contract
8. Medical Superintendent reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of One year and may be extended for further one year based on satisfactory performance and at the discretion of Medical Superintendent ESIC MHB, whose decision will be final & binding as per the same rates, terms & conditions laid down in this tender.
2. M.S., ESIC Model Hospital Bapunagar reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving three months' notice but he has to provide the house keeping facility till the next agency is engaged.
3. The persons to be deployed by the Contractor should be well trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment's.
4. **The persons to be deployed by the Contractor must be having Aadhar Card Number. Aadhar Number will be linked with Bio Metric Aadhar Based Attendance system by the Hospital. All Deployed workers will have to mark their attendance in Bio Metric Attendance System installed at this hospital, & Bill claimed on the basis of Biometric Attendance data only & when Biometric is suspended attendance for that day shall be checked by caretaker or Security supervisor or in night shift by CMO on duty or any person authorized by Medical Superintendent in this regard.**
5. The Contractor will have to provide standard liveries as approved by ESIC administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries may be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement, if asked.
6. The contractor will arrange all items needed for his staff viz., time keeping machine, daily duty roster chart etc. The house keeping staff will first report to the control desk under supervision of Caretaker / Hospital manager and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipment's, etc.
7. ESIC Model Hospital Bapunagar, Ahmedabad will provide the space for setting up a control

desk for the Contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the house keeping labour force working in the hospital.

8. ESIC Model Hospital Bapunagar will provide space for a store room to the Contractor in the premise of the hospital for the items which are to be provided by the Contractor as mentioned in Annexure II. The store keeper deployed by the contractor will store all their liveries, materials, equipment in the store room and maintain a record of the stores which shall be open to inspection by Caretaker or official nominated by ESIC Model Hospital Bapunagar, if required.
9. The Contractor should ensure the Health and safety measures of their employees. ESIC may at regular, also conduct health checkup of the staff deployed by the contractor.
10. The Contractor will be responsible for supply / installation / refilling / maintenance of all items, machines and equipment's used in all areas of the hospital for housekeeping purpose, as given in "**Annexure-II**"
11. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code will be followed.
12. 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.
13. **The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. ESIC shall not own any responsibility in this regard.**
14. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Central Govt. for Ahmedabad City. If the rates quoted found below the minimum wages, tender will be rejected. The rates shall be quoted considering the maintenance and cost of the material and equipment to be provided by the contractor as mentioned in Annexure II.
15. **Under any circumstances whatsoever, the manpower deployed shall not be paid wages below the Minimum wages set by Central Govt (C.L.C.)**
16. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by Central Govt. 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.**

17. In case of breach of any terms and conditions attached to the contract, the Performance Bank Guarantee of the Contractor will be liable to be forfeited by M.S., ESIC MHB besides annulment of the contract.
18. Once the house keeping staff is allotted an area of work, he or she will be under supervision of the HoD/Staff/Sister I/c of that area i.e. wards/OPD /stores/offices, Security supervisor etc. And in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the HoD/Staff/Sister I/C. These instructions should be considered as the scope of work.
- 19. The Contractor shall: -**
- a) Ensure Pest/Animal and Rodent free environment in the premises of ESIC Model Hospital Bapunagar.
 - b) Ensure that their managers / supervisors are equipped with mobile phones, and are available round the clock hours. No reimbursement of mobile /connectivity tariff will be provided by the ESIC Model Hospital Bapunagar.
 - c) Provide minimum 02 full uniforms (with winter and rain wears as per season), Identity Cards to all Housekeeping staff and supervisors at own cost.
 - d) Housekeeping staff deployed will be asked for shifting of furniture or light weight equipment within hospital premises.
 - e) Only deploy the workforce that is on his payroll & registered in Biometric System of Hospital.**
 - f) Provide Hospital Waste (Non-Biomedical) management Services including all equipment, containers, trolleys etc.
 - g) Arrange for a garbage disposal vehicle and other equipment's required for segregation and disposal of waste in a professional manner, & Liaison with AMC for its lifting.
 - h) Plan, manage, collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an ecofriendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff & doing it in timely manner as per cleaning schedule approved.
 - i) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. Shall be provided by the Contractor to the housekeeping staff.
 - j) Take full responsibility of cleaning of hospital premises and its all departments. In case of deficiencies found by AMC or any Government Authorities and penalty is imposed against this hospital, the same will be deducted from the contractor's bill or asked to settle on own level.

Scope of work and services for each of the premises:

- a) Details of the scope of work are enclosed at “Annexure-I”.
- b) Details of Equipments to be used, number of manpower to be deployed, and items to be used at hospital which are to be provided by the contractor are given at Annexure ‘II’ under resource required.
- c) The number of equipment’s, consumable except manpower mentioned in Annexure ‘II’ is minimum. The contractor, however, shall provide all the resources, to meet the contractual obligations and under any circumstances, whatsoever, the contractor will not claim any additional charges in any nomenclature.

20.Variations

The ESIC Model Hospital Bapunagar may order variations in the scope through a written variation order based on requirement on site.

21. Payment Procedure:

Payment will be made in the first week (by 7th of the month) of the succeeding month upon submission of the bill in original with scanned color copy sent via email. Payment of the bill will be based on computerized print outs in standardized Performa approved by ESIC Model Hospital, Bapunagar, along with computer generated Biometric attendance sheet BAS sheet (as applicable) in respect of the persons deployed, which are duly verified by the supervisor of the contractors and crossed verified by the official of ESIC appointed by the M.S. ESIC MHB. Successful bidder shall submit such bill between first to seventh working day of the next month.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with ESI contribution sheet downloaded from ESIC Insurance Portal:-

- a) Wages of workers were credited to their bank accounts on _____ (Acknowledgment by bank enclosed).
 - b) ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
 - c) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)
 - d) We are complying with all statutory Labour Laws including Minimum Wage Act.
 - e) No charges have been taken from the worker in any nomenclature in cash or any payment mode.
1. Manpower Attendance Register, Muster Roll & Wage Register must be maintained by the agency and a copy of which shall be produced with monthly bills each month.
 - a. Payment shall be made for the actual days of employment. Attendance will be ensured by the contractor through a biometric attendance system installed at Hospital shall be

verified by the authorized person(s) of the ESIC Model Hospital where the work has been actually got done.

- b. All Deployed works will have to mark their attendance in Bio Metric Attendance System installed at this hospital in a punctual manner. 15-minute time is allowed to mark attendance in the Biometric machines. In case of no in or out punching by any staff or delay in punching after 15 minutes or early leaving, half day salary will be deducted from the contractor's bill. In case of no punching entry, full day salary will be deducted from the contractor's bill. Men Power should be calculated on the base of Bio Metric Aadhar based Attendance System. In case of non-marking of biometric attendance due to any technical issues, the matter should be recorded in the register for the purpose available in admin branch by each worker, failing which payment will be deducted as mentioned above.
2. The payment would be made on monthly basis on verification of Bio Metric attendance sheets / Report, wage register, monthly ESIC/EPF/GST /Deployment sheets/ Duty Roster/Satisfaction Report duly signed by HoD of the concerned areas/Dept.
3. Satisfaction report must be signed by the concerned Nursing in charge / HoD / Incharge on daily basis and submitted in the monthly bill. No Stationery will be provided by the hospital.
4. Contractor shall submit copy of bank statement of salary deposited through ECS/NEFT/RTGS duly signed and authenticated by bank alongwith the bill of succeeding month. The agency shall highlight transaction in respect of each worker deployed and will also assign them serial number in accordance with the serial number in bank statement.
5. Contractor must also submit bank statement of contractual worker showing credit of claimed wages of that month. An Undertaking must be submitted by worker mentioning that "no undue deduction has been made from the salary by the contractor and no amount has been asked in return."
6. Workers of contractors should get the wages on the first bank working day of each month & in any case by 7th of the month. The payment of wages shall not be linked to the payment of bill by ESIC. If the contractor fails to provide proof of payment of statutory dues, his contract may be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages (as quoted in the Financial Bid) to the deployed staffs by ECS only. Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the contract will be terminated.
7. The successful bidder will submit manual attendance report on daily basis to, caretaker or official nominated by Medical Superintendent ESIC Model Hospital, Bapunagar, Ahmedabad. The General Branch, Bapungar, ESIC, Ahmedabad will tally this manual attendance with Bio-Metric attendance of working of successful bidder on daily basis and forward the short coming if any, to successful bidder on daily basis. The worker

of successful bidder shall require to use Bio Matric attendance system every without fail. Lapse in this exercise shall result in proportionate deduction of wages of the relevant worker, by agency after obtaining BAS data from ESIC for the month.

22. Manpower

- a. 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 Medical Superintendent of ESIC Model Hospital Bapunagar. Appropriate penalty as per Annexure III shall be deducted from the Contractor's bill.
- b. The Contractor should ensure to maintain adequate number of manpower as per Annexure 'II' and also arrange a pool of stand-by housekeeping staff in case any housekeeping staff absents himself from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff in 1 hour. If the deputed workers found are less than the minimum manpower requirement as per Annexure 'II' on any day, mentioned penalty in Annexure III will be deducted from the bill. Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the contractor as per agreement. For absent staff, payment will not be made & additional penalty will be imposed as mentioned in Annexure III.

23. Materials

Any deviation in the house keeping tools quality & quantity and other resources to be provided by the contractor as mentioned in Annexure 'II' will invoke penalty as decided by the competent authority as mentioned in Annexure III. In case the contractor has not provided the sufficient amount of equipment's, tools and tackles even after levy of penalty, the hospital may procure it and deduct the cost from the bills of the contractor, at its discretion.

24. Risk Clause

- a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. ESIC 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 tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESIC Model Hospital Bapunagar from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the contractor as per the direction of the Hospital Administration. 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 Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

- c. In the event of loss/damage of equipment etc. At the premises of the ESIC Model Hospital Bapunagar due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to ESIC Model Hospital Bapunagar. The Contractor or its representative/s shall meet Hospital representative/s regularly to take feedback regarding the Housekeeping services, and at least once a month.
- d. The Contractor will also maintain a suggestion book and a complaint register to be produced to the hospital administration or designated official on weekly basis.
- e. **The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipments, furniture, fixtures and the persons working in or visiting the ESIC Model Hospital Bapunagar premises and shall indemnify 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 party.**
- g. The housekeeping staff shall be regularly trained on behavioral aspects and ethics. They shall also be made conversant with the way of working of ESIC Model Hospital, its requirements, layout of hospital, fire safety system along with telephone numbers of Police station, fire station, nearby hospitals.
- h. Licenses if any required for Housekeeping services at the site will be procured by the Contractor, in time bound manner as per rules/ laws in existence.
- i. The maximum age limit as on 01/01/2026 for manpower deployed should not be above 60 years who are physically and mentally fit (For employees who is completing 60 years in a particular month, their last working day shall be the last day of that month). Contractor shall submit medical fitness certificate (to be done at own cost) within 15 days of deployment of manpower.
- j. The contractor or his agents shall not indulge in corrupt practices like demanding money from their staff and manage his affairs with the service charge allowed to him. In case any such practice comes to notice of competent Authority subsequently his contract will be summarily terminated.

27. Dispute Settlement

- a) 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 Medical Superintendent, ESIC Model Hospital, Bapunagar whose decision shall be final and binding on both the parties, under Arbitration Act.
- b) Any legal dispute will be subject to Ahmedabad Jurisdiction only.

Medical Superintendent

ATC-II

TECHNICAL BID EVALUATION :

1. The Client shall follow segregated bid evaluation system where the technical bid and financial bid shall be evaluated separately.
2. **The technical bid evaluation shall be done based on the following criteria:**
 - (i) **That the Bidder has signed, scanned and uploaded copy of the 'Bid Submission Form' as per ATC-I & ATC-II in the prescribed format in GeM Portal.**
 - (ii) **That the Bidder has signed, scanned and uploaded the Technical Bid Form as per ATC-I & ATC-II in the prescribed format in GeM Portal.**
 - (iii) **That the Bidder meets the minimum eligibility criteria as per GeM, ATC-I & ATC-II and has uploaded copies of all documents required in support of minimum eligibility criteria as per GeM, ATC-I & ATC-II.**
3. The bids shall be summarily rejected, if the bid is submitted other than through online (GeM Portal) and other documents are not submitted by the Bidders within stipulated date / time as mentioned in bid document.
4. A substantially responsive bid shall be one that meets the requirements of the bidding document in totality. The technical bid not meeting the minimum eligibility criteria as per the bid document, shall be rejected.
5. The bidder who qualifies in the technical evaluation stage shall only be consider for opening of financial bids.
6. **If more than 1 bidder is L1 the bidder having higher turnover in FY 2024-25 ending 31/03/2025 will be preferred.**
7. Selection of the agency will be invariably done on the basis of Quality cum cost-based selection (QCBS) criteria (30:70 for Technical and Financial evaluation) to ensure that only professional and competent contractors are awarded the contract so that the statutory rights of the Contractual manpower are protected. The bidder must upload required documents at the relevant column for verification by the technical evaluation committee, Criteria for QCBS is as below:

Sr no.	Particulars	Marks Breakup		Allocation of Marks		
				Min	Max	Actual
1	Average Turnover of the previous three financial years (FY 2022-23, 2023-24, 2024-25)	Above 10 crores	20	10	20	
		Between 5-10 crores	15			
		1.5-5 Crores	10			
2	Total Experience of the firms	5 to 7 years	5	5	15	
		7 to 10 years	10			
		>10 years	15			

3	Number of years of experience in relevant area (providing Housekeeping / sanitation manpower) in Govt / Semi Govt / Autonomous Bodies / PSUs	2 to 5 years	15		15	25	
		5 to 10 years	20				
		>10 years	25				
4	Present operational contracts in the relevant field (providing Housekeeping/Sanitation manpower)	2 to 3 contracts	10		10	20	
		4 to 5 contracts	15				
		>5 Contracts	20				
5	Complaints addressing mechanism in human resource	Mechanism	5-10		5	10	
6	Online Presentation to be submitted with documents.	Current manpower working under the bidder. As a proof compulsorily, ESIC ECR Copy of month ending 30.09.2025 must be submitted. (IPs with Nil contribution will not be considered.)	Above 50	10	5	10	
			35-50	5			
	Total Marks of	Maximum marks	100				

	Evaluation	Qualifying marks	50			
--	------------	------------------	----	--	--	--

Note: For submitted values below the minimum required values, zero marks will be awarded.

Additional compulsory Documents required:

- 1 - Local presence of Ahmedabad or Gandhinagar (Shops and establishment certificate issued before the bid end date must be submitted). Bidders not having this document will be rejected in technical bid. Intimation receipt of application of shops and establishment / rent agreement / leave and license agreement / declaration to open local office within one month will not be considered.
- 2 - Annexures mentioned in this bid must be duly signed and stamped by the agency and uploaded in bid.

FINANCIAL BID OPENING PROCEDURE:

1. The Financial Bids of all the technically qualified Bidders, whose bids are accepted in conformity with the required specifications shall be opened on in due course.
2. Mere becoming the lowest bidder, in financial bid scrutiny will not give any right to the Lowest bidder to claim that he is successful in the bidding process.

FINANCIAL BID, TERMS & CONDITIONS:

1. At the time of payment of bills, the income tax and any other tax / duty etc. that is required to be deducted, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
2. **If you quote minimum rate less than C.L.C. rate then you are irresponsible / rejected.**

CLARIFICATION ON TECHNICAL BID EVALUATION & Service charge in Financial Bid:

1. For clarification on any issues bidder can visit Branch Officer (General) on **Tuesday & Friday @ 03:00 PM** till last date of tender. A Pre-bid meeting will be held in Hybrid mode (Offline at Office of Medical Superintendent, ESIC Model Hospital Bapunagar and Online at Google Meet: <https://meet.google.com/gqe-wxkj-zud>) at the time and date mentioned in GeM Bid.
2. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid via GeM. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in

online via GeM portal.

3. If a bidder does not provide clarifications of its bid by the date and time set (Automatic 2 days in GeM) in the Client's request for clarification on GeM, its bid will be rejected, summarily.
4. Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per ATC – I & ATC – II via GEM module.

RIGHT OF ACCEPTANCE:

1. ESIC MHB reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority of the ESIC MHB in this regard shall be final and binding.
2. Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
3. In case of failure to comply with the provisions of the terms and conditions of the contract by the agency (i.e.) that has/have been awarded the contract, the competent authority of the ESIC MHB reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
4. The office of the ESIC MHB may terminate the Contract if it is found that the Contractor is black listed/debarred on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc and blacklisting period is not over yet.
5. The manpower should not be charged money of any nomenclature including but not limited to fee / commission, Consultation fee / recruitment fee / engagement fee etc. If it is found that any such money is being charged to the manpower, the contract shall be terminated forthwith and awarded to any contractor already engaged by any ESIC institution across India at same terms and conditions by which the present bidder has been engaged.

Scope of work

Area of work:

All open and covered area within the boundary of the ESIC Model Hospital, Bapunagar, Ahmedabad will be in the scope of housekeeping services to be provided by the contractor.

Model Hospital Bapunagar

Total Plot Area	:	Approx. 35043 Sq. Mtr
Total Built-up Area	:	Approx. 29966 Sq. Mtr
Total Landscape & Horticulture Area	:	Approx. 12665 Sq. Mtr

Cleaning Services:

The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC Model Hospital Bapunagar Ahmedabad. Officials of ESIC will also monitor the entire work and staff deployed by the contractor.

General Instructions:

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste Management and Handling Rules of India, 1998 amended in 2000 and any other amendments or other regulations, in this regard.
2. A detailed Hospital Waste Management Plan shall be prepared and got approved from ESIC before starting the 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 at no stage it gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags/containers namely green, red, yellow and puncture proof or stainless steel, lead containers provided by the hospital shall be used depending on the category of waste.
4. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
5. Covered Trolleys provided by hospital should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers provided by the hospital.

6. The scope includes segregation, collection, 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.

General Requirements and Documentation

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used
- Color coding
- On job training and documentation
- Description for each category of housekeeping
- Empathetic and polite behavior with patients, visitors and hospital staff.
- Personal Protective Equipments for the Housekeeping staff
- HBV vaccination of all Housekeeping staff
- Maintaining records / details of
 - a) Needle stick injuries or any other injury
 - b) Amount of waste going out to outsourced agency
 - c) Complaint Book
 - d) Duty Roster / Deployment Sheet of Housekeeping Staff
 - e) Inventory of Stores
 - f) Accident / theft Register
 - g) Logs and checklists
- Female wards should be attended by female staff only

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are spick 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 AM in rooms wherein work starts at 9:00 AM. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during Hospital accreditation process.

Housekeeping staff has to do following activities for all hospital rooms / blocks of all the departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, operation theatres, CSSD, laundry, labs, blood bank, all corridors and all covered and open areas.

- 1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. Of all the areas including wards, ICUs, OT and all other departments at hourly basis.
- 2) The Contractor will refill Hand Wash / sanitizer in all the Toilets / Rest Rooms as and when required & weekly on every Sunday must top up all refills / urinals cubes etc.
- 3) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, corridors, ceilings, office rooms, training rooms every two hours or as per requirement/direction, of ward in charge.
- 4) Vacuum cleaning of all carpets and upholstered furniture once a week on holidays.
- 5) Cleaning and disinfecting kidney trays, urinals, bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required, at least once in each shift.
- 6) Cleaning blood and others spills such as human excrement, urine, vomits, sterile body fluids whenever required.
- 7) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains, sun breaking louvers etc, once a month.
- 8) 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 or as per requirement/direction.
- 9) 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.
- 10) 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 & load of in BMW / AMC vehicle when it comes.
- 11) Refilling, replacing and emptying of containers at all stations.
- 12) Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups whenever required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
- 13) Cleaning the patients who have soiled themselves with stool, urine, vomits with assistance of Patient attendant / Nursing orderly / Staff nurse / Nursing sister.
- 14) Washing linen which are soiled by urine, vomits, faeces and others with 1% hypochlorite solution & then send it to laundry on direction of ward incharge.
- 15) Spraying room fresheners and mosquito repellants in all rooms on twice a day basis or as per requirement/direction.

- 16) Assist Nursing orderly & staff in transporting dead bodies (including any infected dead bodies) to mortuary and dispose of dead foetus and amputated limbs or other parts to BMW collection point.
- 17) Carry out fumigation of ICUs / OTs as per requirement/direction of H.O.D.
- 18) Cleaning, mopping, disinfecting OT floors, walls, ceilings/OT lights morning before starting case, in between cases and terminal cleaning at the end of the day.
- 19) Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
- 20) Cleaning and carbolization of ICU beds, OT beds between cases.
- 21) Washing of slippers in ICU's, OT, dialysis centre etc.
- 22) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc on hourly basis or as per requirement/direction.
- 23) 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.
- 24) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc or as per requirement/direction.
- 25) Any additional work assigned by the sister I/C of the area where the house keeping staff has been placed on duty. Once assigned an area the house keeping staff will be under the control and supervision of the sister I/C on duty of that area.
- 26) Cleaning of Ramps/signages/Boards/Posters/Banners
- 27) Cleaning and dusting of all open areas between the building and boundary including sweeping of roads, lawns, paths, open drains etc as directed by the ESIC.
- 28) Ensuring that all the electrical equipments/instruments/lights and fans are switched off as and when required to minimize the wastage of resources.
- 29) Arranging/Moving/Shifting of furniture, received goods/medicine to designated areas etc. as and when required
- 30) Filling of water in Air cooler as per schedule given by General branch.

(B) 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 / elevation / louvers / frames etc.
- 2) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of

terrace & roofs, porches etc.

- 3) Cleaning of sanitary fittings, toilet drain pipes etc. In the toilets with standard cleaning material.
- 4) Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- 5) Washing of roads, lawns, paths etc with High Pressure Jet machine or as per requirement/direction...
- 6) Clean all chrome fittings, glass frames, soap holders etc. To a shiny finish.
- 7) The Contractor will cover all the specified area of scope of work.
- 8) The Contractor will provide the duty register to ESIC as required.
- 9) The Contractor will maintain a Checklist record of all weekly services and submit.
- 10) Weekly cleaning of water coolers and water tanks

(C) Waste Disposal Management Other than Bio-Medical Waste

- 1) The contractor will prepare a flowchart indicating the method of collection / disposal etc.
- 2) The contractor will teach and train his staff for collection / disposal work. The garbage will have to be disposed of at least thrice a day.
- 3) The contractor will make arrangement to collect 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.
- 4) Ensure that the AMC bin is cleared daily.

(D) General Pest and Rodent Control & Termite Services

- 1) The Contractor shall take prompt and effective measures for Rodent and Disinfection Services including fogging and removal of honeybees/beehives and termite etc. In the area under contract.
- 2) The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
- 3) The Contractor will submit a detailed plan for carrying out the Pest, Rodent & termite Control Services for the approval of ESIC Model Hospital Bapunagar. Frequency of the services as decided by the Medical Superintendent will be final.

(E) Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor: -

1. Display of Checklist of cleaning schedule:

This is to be pasted in the toilets/ OPDs/ Entrance/ Lawn/ Doctor's room/Labs/Pharmacy/OT/Lifts/Stairs/Corridors/Kitchen/Casualty/Overhead Tank and Other areas. It is to be filled up by the supervisor /Housekeeping staff on hourly daily & cross checked by supervisor in each shift. The checklist will be verified by the sister in charge and Caretaker or an official nominated by ESIC. If it is found that the checklist is not maintained regularly,

2. 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 suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on and should be reported to Caretaker, ESIC or any other designated official. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked. Daily and Shift wise rounds to be taken by the supervisors for addressing cleaning issue.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping supervisor from ESIC officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter /e-mail, verbal complaints from ESIC, etc. And necessary action is to be taken & compliance shown to BO/General Branch immediately.

ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR 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 towards the patient and provide him all types of required help and services. Such services may be need based and might not have been included in the general scope of work but they have to be provided by the house keeping staff if needed.

In view of the above any work assigned by the sister I/C for the patients' benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him in changing of soiled cloths / linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work.

In case of any differences, these particular conditions of Contract shall 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 moping of covered areas.

- (iii) Cleaning of window panes and door panels.
- (iv) Cleaning and dusting of furniture and fittings.
- (v) Vacuum Cleaning of all Carpets and upholstered furniture.
- (vi) Any other work within the scope of the specialized services.

1. PATIENTS ROOM:

The Contractor shall be responsible for routine cleaning of the patient room / ward everyday in the morning, evening and night. 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. The routine cleaning will include dusting of the furniture in the room including bed, chair, table, TV, fridge etc, sweeping and mopping of the entire room with a disinfectant solution, cleaning of toilet and bathroom with a bathroom cleaning solution.

2. PATIENT COMMON AREAS:

- Dusting the walls, furniture and fixtures in the corridor and lobby.
- Sweeping and mopping the floor with a disinfectant.
- Cleaning public toilets with soap solution and keeping them odour free using deodorizer cubes/odonil.
- Cleaning doors and windows with soap solutions.
- Cleaning consulting room, dressing room, laboratory and other similar areas. The Cleaning pattern will be same as cleaning of patient room.

3. OPERATION THEATERS:

Operation theatres are the most important place in the hospital which needs maximum care and cleanliness by the house keeping staff.

Repeated cleaning and disinfection of the operation theatres after every operation, removal of the biomedical waste including human body parts and soiled waste, cleaning the used / soiled linen as per SOPs of the Operation theatres and any other type of work assigned by the sister I/C of operation theatre to the house keeping staff has to be performed efficiently.

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed as per schedule or as directed by Sister I/C.
- Operation theatre walls shall be thoroughly cleaned using a specialized soap/disinfectant solution before and after every operation.
- Floor shall be washed and thoroughly mopped with a specialized soap/disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.
- Toilets/bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.

- The common areas, doctor's lounge, nurses lounge, Changing rooms, waiting lounge and inside operation theatre shall be swept and mopped in the morning and at regular intervals to keep them clean.
- The floor scrubbing will be done in the night or as and when asked for according to the scheduled operations and movements in that area.

4. CLEANING OF OFFICES/CONSULTANT ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- The Contractor will provide, maintain, refill Hand Wash / sanitizer in all the Toilets / Rest Rooms.
- Cleaning of Computers' peripherals, telephones, LCD panels etc with appropriate Brushes periodically.

5. CLEANING OF LABORATORY AND OTHER CRITICAL AREAS

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

Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.

6. GLASS WINDOWS, DOORS & ALUMINIUM PARTITIONS:

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

intervals.

7. GARBAGE DISPOSAL

The Contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area under rules & regulation laid down by Ahmedabad 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. The garbage collection area should be clean in cycle in 24 hours. In case of non-cleaning the fine of Rs.1000/- under liquidated damages, may be imposed.

8. UNDERGROUND & OVERHEAD WATER TANKS

The Contractor shall clean & disinfect the water coolers & overhead tanks periodically every week after emptying the water from the tanks as per instruction of ESIC. The Contractor's quoted rates should be inclusive of this item. No extra payment what so ever will be made on this account.

9. TERRACE CLEANING

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

IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are, however, not exhaustive and if deemed fit, Medical Superintendent may add additional scope of work, for which no additional payment whatsoever on any account will be made.

CLEANING SCHEDULE

Sr. No.	ACTIVITY	FREQUENCY (regularly as under or as and when required/directed)	AGENTS USED
1. OT AREA/ VERY HIGH-RISK AREA			
1.	Garbage Removal	After every case	As per the BMW guidelines
2.	1 st Mopping	Before starting 1 st patient and after every case	Germicide
3.	2 nd Mopping	Before starting 1 st patient and after every case	1% Sodium Hypochlorite
4.	Garbage removal from the OT corridor	When bags are $\frac{3}{4}$ th full	As per the BMW Guidelines
5.	Mopping of the OT Corridor	Every two hour	Flat mop

6.	Dusting of doors and windows in OT corridor	Once a day	Z colour duster
7.	Mopping in the OT walls	Twice a day i.e. before starting and at the end of the day	Bacillocid/Virux
8.	Washroom & wash basins Cleaning	Every hour	Germicide
9.	Washing of Slippers	Once a day	Detergent
10.	Washing of OT	Once a week	Detergent
2. ICU / HIGH RISK AREA			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom & wash basins Cleaning	Every hour	Germicide
6.	Washing of Slippers	Once a day	Detergent
7.	Assist in carbolization / Fumigation	When required	Bacillocid
8.	Scrubbing of floor/ Walls	Once a week	Detergents
3.MODERATE RISK AREA WARDS			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom & wash basins Cleaning	Every hour	Germicide

4. CANTEEN AND KITCHEN			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Rodents and pest control	Once a day	Gum pads, Rat cages
6.	Washing kitchen and Canteen	Once a day	Detergent
5. PUBLIC AREA WASHROOM			
1.	Cleaning	Every hour	Germicide
2.	Washroom & wash basins Cleaning	Every hour	Germicide
6. LOBBY			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th Full	As per the BMW Guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
7. OPD AREA			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide
8.STORES (MEDICAL,SURGICAL, NON-MEDICAL)			
1.	Garbage Removal	Thrice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Twice a day	Germicide
5.	Rodents and pest control	Once a day	Gum pads, Rat cages

9. MORTUARY			
1.	Garbage Removal	Once a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
10. ADMINISTRATION RECORD / ENGINEERING OFFICE			
1.	Garbage Removal	Once a day / When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide
11. CSSD/LAUNDRY			
1.	Garbage Removal	Once a day/ When bags are $\frac{3}{4}$ th full	As per the BMW
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Mopping sterile storage area (CSSD)	Once a day	Virux Solution
6.	Washing of sterile area (CSSD)	Once a week (Saturday afternoon)	Virux Solution
7.	Assist in Fumigation (CSSD)	When required	Virux Solution
12. RADIOLOGY			
1.	Garbage Removal	Twice a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Washroom and wash basin Cleaning	Every hour	Germicide

13. LABORATORY			
1.	Garbage Removal	Once a day/ When bags are $\frac{3}{4}$ th full	As per the BMW guidelines
2.	Dry mop	Every two hour	Feather brush
3.	Dusting	Every two hour	Z colour duster
4.	Mopping	Every two hour	Germicide
5.	Cleaning of work Benches	Twice a day /when required	0.25% Hypochlorite
6.	Washroom and wash basin Cleaning	Every hour	Germicide
7.	Assist in Fumigation	Once a week	Bacillocid
8.	Washing of Slippers	Once a day	Detergent

SOP for Cleaning:

- Dilution of Wizard in all areas = 40 ml in 1 litre 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
 - 4) Collect residue with disposable paper. Wipe and discard in bag.
 - 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).

- **Body packing services:-**

The consumables shall be provided by ESIC, the Contractor shall carry out the body packing services as directed by ESIC In charge.

RESOURCES REQUIREMENT**A. TO BE PROVIDED BY HOSPITAL:**

1. Waste Disposal Bags Including BMW Bags (Red, Blue, Yellow, Black, Green) With 75 Micron Or Above and Dustbins.
2. **All the cleaning material, soap solutions, room fresheners, urinal cubs, disinfectants, deodorants, any other articles/solution/chemical as mentioned in this tender document.**

B. THE CONTRACTOR HAS TO PROVIDE THE FOLLOWINGS:

1. All the manpower, equipments, tools and tackles, their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.
2. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the hospital. Teaching and training to the Housekeeping staff has to be done by the contractor. **The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The hospital will only pay the management fee or service charges as per accepted rate.**
3. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. Of Equipments, tools, tackles etc have to be maintained in the hospital at all times. A record of all these items should be kept by the Supervisor. All these equipments may be inspected by designated ESIC official at any time.

LIST OF EQUIPMENTS, TOOLS & TACKLES

S. No.	Description	Number required (Mandatory)
1.	SWEeper-SCRUBBER DRYER FLOOR CLEANING MACHINE	02
2.	Burnisher machine	02
3.	WET/ DRY VACCUM CLEANER	01
4.	HIGH PRESSURE JET	01
5.	WRINGER TROLLEY	1 per Housekeeping staff
6.	CADDY BASKET	1 per Housekeeping staff
7.	GLASS CLEANING KIT WITH TELESCOPING Rod	1 per Housekeeping staff
8.	DUST PAN WITH HANDLE	1 per Housekeeping staff
9.	SWEEPING BRUSHES (DRY DUST CONTROL MOPS)	Minimum 30

10.	ALUMINIUM LADDER 30' ADJUSTABLE	2
11.	WATER PIPES 200FT. 20 MM. DIA WITH REINFORCED PVC PIPE	2
12.	ELECTRIC WIRE & BOARD 200FT. (EXTENSION BOARD- TO RUN THE AFORESAID EQUIPMENT/MACHINERY/TOOLS AND TACKLES)	2
13.	GARBAGE CARRYING TROLLEY WITH NOISELESS WHEEL	2
14.	SIGNAGE BOARD	As per Requirement

The minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if this equipment is not able to ensure an effective. Efficient and timely housekeeping management in the hospital the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.

MANPOWER REQUIREMENT:

S. No.	Manpower Description	Number
1	Trained Housekeeping Staff (Sanitary attendant) in uniform and I – card Required experienced Housekeeping staff in sanitation services Age limit: 60 years	72 Housekeeping Staff on working days 55 Housekeeping staff on Holidays/Sundays
2	Trained Housekeeping supervisor (Sanitation Supervisor) in uniform and I-card Required experienced Housekeeping supervisors in sanitation services Age limit: 60 years	03 Housekeeping Supervisors on working days. 03 Housekeeping supervisors on Holidays/Sundays

- * Education qualifications or Eligibility criteria of the Housekeeping staff and supervisors will be as per ESIC Hqrs guidelines from time to time and agency must post the ordered qualification staff during the currency of the contract.
- * Minimum number of Housekeeping staff will be 72 on working days & 55 on Sunday and ESIC MHB holidays.
- * Adequate number of relievers and leave reserve are to be maintained, so that services are not affected and no worker works beyond 6 days continually i.e weekly off is to be given.
- * Manpower roster is to be prepared 3 monthly and after 3 months the duty points and shift should be rotated so that no grievance is there of any worker. Roster to be submitted to General branch every month. This roster should be prepared in timely manner and should be displayed at prominent location in Hospital.

Liquidated Damages / Penalty:

Sr n o	Description	1st instance	2nd Instance	3rd Instance	Remarks
1	Non-deployment of team for Cleaning, Sanitation and Disinfection	Penalty of Rs 500/- per resource per day	Penalty of Rs 1000/- per resource per day	Penalty of Rs 2000/- per resource per day	After 3rd instance, the buyer may terminate the contract or continue to impose the same penalty as imposed for 3rd instance, which cumulatively should not exceed 10% of overall contract value.
2	Failure to address deficiencies pointed out at inspection OR Supervisory Round not taken by Housekeeping supervisor.	Penalty of Rs 500/- per location	Penalty of Rs 800/- per location	Penalty of Rs 1000/- per location	After 3rd instance, the buyer may continue to impose the same penalty as imposed for 3rd instance.
3	Misbehavior/unacceptable behavior by staff/resources	Penalty of Rs 1000/-	Penalty of Rs 2000/-	Replacement of staff	
4	Damage to Buyer's assets or equipment, caused by the Service Provider's staff	Immediate payment of Damages equivalent to the value of the article damaged/lost/theft. Replacement of damaged asset within 2 days	Immediate payment of Damages equivalent to the value of the article theft/lost/damaged. Replacement of employee within 2 days/cancellation of	Cancellation of the contract with cancellation charges @ 10% of the order value	

			contract as decided by the Buyer depending on the gravity of the act.		
5	Lack of necessary equipment	Rs 1000 per day	Rs 2000 per day	Rs 5000 per day	After 3rd instance, the buyer may continue to impose the same penalty as imposed for 3rd instance. In case of non-availability of equipment required for sanitation purposes, this hospital may acquire equipment on rent and the rent alongwith penalty will be deducted from contractor's bill.
6	Housekeeping staff without proper uniform / dirty / torn uniform or proper ID Card	One day Salary due to the employee concerned for the day and Rs 500 penalty on service provider per resource	One day Salary due to the concerned employee and Rs 1000 penalty on service provider per resource	One day Salary due to the employee concerned and Rs 2500 penalty on service provider per resource	After 3rd instance, the buyer may continue to impose the same penalty as imposed for 3rd instance.
7	Non-maintenance of proper duty roster and posting detail of resources	Rs 500/- per day	Rs 1000/- per day	Rs 2000/- per day	After 3rd instance, the buyer may continue to impose the same penalty as imposed for 3rd instance.
8	Delay in payment to resources after 7 th of the	Rs 100/- per resource per day	Rs 200/- per resource per day	Rs 500/- per resource per day	After 3rd instance, the buyer may continue to impose the same penalty as

	month.				imposed for 3rd instance. OR Cancellation of the contract with cancellation charges @ 10% of the contract value. As decided by the Medical Superintendent, ESIC MH Bapunagar.
9	Violation of labour laws	For 1 st and 2 nd Instance, Rs 10000/- and Rs 20000/- respectively penalty will be deducted from contractors bill.	For 3rd and 4th Instance, Rs 30000/- and Rs 40000/- respectively penalty will be deducted from contractors bill.	For 5th Instance, Rs 50000/- respectively penalty will be deducted from contractors bill.	After 5 th instance, Cancellation of the contract with cancellation charges @ 10% of the contract value.
10	In case of subcontracting or outsourcing of the contract, in part or whole	Termination of the contract with cancellation charges @ 10% of the contract value and Blacklisting of agency.	NA	NA	-

The decision of Medical Superintendent ESIC Model Hospital Bapunagar shall be final in this regard as to when such a default has accused.

TECHNICAL BID
FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES AT AREAS UNDER
THE ADMINISTRATION OF ESIC MODEL HOSPITAL BAPUNAGAR, AHMEDABAD

B. DETAILS OF TENDERER:

1.	NAME OF TENDERER	
2.	NATURE OF FIRM	
3.	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER/OWNER	
4.	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No./Mobile No.	
(c)	Fax No.	
(d)	E-Mail Address for communication	
5.	REGISTRATION DETAILS	
(a)	PAN / GIR No.	
(b)	GST Registration No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Labour Licence No.	
(f)	Any other registration which is mandatory for such agencies stipulated by Concerned authorities.	
6.	Annual Turn Over (In Rs.) for following financial Years	
(a)	2022-23	
(b)	2023-24	
(c)	2024-25	
	Average Annual Turnover for above years	
7.	Total Nos. of Captive Manpower as on 31.08.2025	

C. DETAILS OF EXISTING STAFF ON PAYROLL*

Sr.No.	Name	Employee Code	Qualification	ESI No.	P.F. No	Experience in Housekeeping (Yr.)

*Please use this format for the complete details of staff & upload along with ESI R.C. or EPF ECR, for Aug 2025 only, showing full details.

D. DETAILS OF THE EXISTING CONTRACTS@

	Name and Address of the Organisation, Name, Designation and Contact Telephone / Fax No. of the Officer concerned	Details Regarding the Contract Including total Manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From	To
				DD/MM/YY	DD/MM/YY
A					
B					

C					
Additional information, if any					

@The above format must be used to provide requisite details of contracts completed or continued if any.

Date:

Place:

Signature of Tenderer

Name :

Seal:

**GUIDANCE FOR FINANCIAL COST FOR HOUSE-KEEPING AND
FACILITY MANAGEMENT SERVICES AT AREA UNDER THE
ADMINISTRATION OF ESIC MODEL HOSPITAL BAPUNAGAR,
AHMEDABAD(TO BE SUBMITTED ON GEM ONLY IN RELEVANT
COLUMNS) (Not to be filled here but online on GeM only)**

Name & Address of the Tenderer : _____

I. MAN POWER CHARGES

	Type of man power	Total Nos.	Rate per Month* (Rs.) For 30 Days (minimum C.L.C. wages) + statutory	Amount per Month (Rs.)
A	Trained Housekeeping Supervisor	3 Nos.		
B	Trained Housekeeping Staff (Male/Female)	72 Nos.		

II. MANAGEMENT/ SERVICE CHARGES _____%

(In percentage of {A + B})

C	Service charges/ Management fee which should include: All expenditure on providing managerial /supervisory/administrative services by all means to get the work done through deployed housekeeping staff.	
Total of {A + B + C} (Rs./ Month)		

*** The manpower charges should be towards wages at C.L.C only to manpower excluding statutory levies like ESI & EPF Employer shares, GST which shall be reimbursed on actual, as per govt rules, on production of documentary evidence, of GST deposit of previous month ESI and EPF deposit proof. (Applicable only when bidder quotes at C.L.C Rates, if bidder quotes above C.L.C Rates, he has to manage their statutory duties at his end)**

Signature of Authorised Person

Date:

Full Name:

Place:

Company's Seal:

ANNEXURE VI

(The following to be printed on letterhead of company and upload along with tender without which the tender is liable to be rejected)

UNDERTAKING

1. I _____ Son/Daughter/wife of _____
Proprietor/ Partner / Director / Authorized Signatory
of _____ I am competent to execute this
Bid document.
2. I have carefully read and understood all the terms and conditions Of GeM (bid
number _____) along with additional
terms and conditions of the Bid and hereby convey my acceptance for the same.
3. I/We have not been blacklisted by any Govt (Central/State/PSU/Autonomous Govt, body) as
on the date of filing the bid on the GeM portal.
4. There is no vigilance / CBI/ ACB/ Police case pending against firm.
5. I have not been Under Liquidation, Court receivership or similar proceedings and Bankrupt
6. I also abide that if any discrepancies are found in my bid at any stage of the bid process; my
bid is liable to be rejected summarily.
7. I have gone through each and every clause of Additional Terms & Conditions (ATC) of the
bid. Service Level Agreement (SLA) and General Terms & Conditions (GTC) of the GeM. I
undertake abide all the above conditions. I also undertake and understand that in case of
conflict of any clauses mentioned therein the Additional Terms & Conditions (ATC) will
supersede Service Level Agreement (SLA) and General Terms & Conditions (GTC) of
GeM.
8. It is declared that if I/We withdraw or modify the quoted bid during period of validity
period, EMD will be forfeited.
9. No charges of any nature by any nomenclature whatsoever will be collected from the
recruited employee by me or my firm before or after recruitment.
10. The information / documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that
furnishing of any false information / fabricated document would lead to rejection of my Bid
at any stage include cancellation of contract besides liabilities towards prosecution under
appropriate law by any organization.

Signature of the Service Provider with Seal

Date: _____

**UNDERTAKING
CODE OF INTEGRITY FOR PUBLIC PROCUREMENT (CIPP)**

The bidders/ suppliers should sign a declaration about abiding by a Code of Integrity for Public Procurement in registration applications and in bid documents, with a warning that, in case of any transgression of this code, its name is not only liable to be removed from the list of registered suppliers, but it would be liable for other punitive actions such as cancellation of contracts, banning and blacklisting or action in Competition Commission of India, and so on.

Code of Integrity for Public Procurement: Procuring authorities as well as bidders, suppliers, contractors and consultants should observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the procurement process or during execution of resultant contracts:

- i) **“Corrupt practice”:** Making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
- ii) **“Fraudulent practice”:** Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a tender process or to secure a contract or in execution of the contract;
- iii) **“Anti-competitive practice”:** Any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002, between two or more bidders, with or without the knowledge of the procuring entity, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non- competitive levels;
- iv) **“Coercive practice”:** Harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- v) **“Conflict of interest”:** Participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of procuring entity who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the procuring entity with an intent to gain unfair advantage in the procurement process or for personal gain;
- vi) **“Obstructive practice”:** Materially impede the procuring entity’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the procuring entity’s rights of audit or access to information.

Yours faithfully

(Signature of the Authorized Signatory of Bidder with Official Seal)

ANNEXURE-VIII**CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER**

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S. No.	Items	Confirm Yes/(No)
1.	Technical bid and finance bid submitted online at GeM as per terms and condition of contract.	
2.	Tender form with complete technical bid and Financial bid, with all pages serially numbered, signed and stamped on each page (ATC- I & ATC-II)	
3.	Audited Balance sheet of last three years with details of annual turnover, profit & loss account etc.	
4.	Income tax returns of last three years.	
5.	Attested Photo copy of PAN Card	
6.	ESI Registration certificate copy with last FY year (2024-25) payment details & Full RC of 30/09/2025.	
7.	EPF Registration certificate copy with last FY year (2024-25) payment details & Full ECR of 30/09/2025.	
8.	GST registration certificate with details of the last payment.	
9.	Registration certificate under central labour law authorities. Copy of valid labour licence.	
10.	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
11.	Satisfactory completion of contract certificate from previous organizations. (Minimum three required)	
12.	Shop and Establishment license for Ahmedabad or Gandhinagar till Bid last date or earlier.	
13.	Declaration as per Annexure IV, V, VI and VII, dated within bid period.	

Date :**Place :****Signature of Authorised Person :****Full Name :****Company's Seal :**