



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

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**DISCLAIMER**

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorized officers of AIIMS, Raipur with the selected bidder/firm/agency.



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**Tender Document**  
**For**  
**“Mechanized & Automated Cleaning Works of**  
**Hospital & other Buildings”**

**At**

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

**CRITICAL DATE SHEET**

Published Date	20/09/2018 Time 06.15PM
Bid Document Download / Sale Start Date	21/09/2018 Time 10.00 AM
Clarification Start Date	21/09/2018 Time 10.00AM
Clarification End Date	08/10/2018 Time 03.00PM
Pre bid meeting	08/10/2018 Time 03.30PM
Bid Submission Start Date	09/10/2018 Time 10.00AM
Bid Submission End Date	22/10/2018 Time 06.00PM
Bid Opening Date	24/10/2018 Time 12.00PM
Tender document cost	Exempted as per GFR - 2017
EMD cost	₹ 27,00,000/-

I. NOTICE INVITING TENDER

1. Online bids are invited on single stage two bid system from Reputed, Eligible and Qualified Tenderer agencies to enter into Mechanized & Automated Cleaning of Works of Hospital & other Building of AIIMS Raipur on Contract Basis. **Manual bids shall not be accepted.**
2. Tender document may be downloaded from AIIMS, Raipur web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS, Raipur web site [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.

**\*\*The AIIMS in this tender shall be considered as AIIMS, Raipur wherever mentioned.**

**General Terms and Conditions:-**

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process is online bidding, Bidder should be in possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. Tenderers are advised to follow the instructions provided in the “Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.”
4. Quotations/Bid should be **valid for 180 days from the tender due date i.e. tender opening date.** The bidder should clearly indicate the period of delivery & warranty terms etc. whichever is applicable.
5. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> in Stores office at AIIMS Raipur Premises at the time of bid opening.
6. Tenderer should have at least 3 (three) years experience of having satisfactory completed similar works (similar works means “Mechanized Cleaning” in 250 or more bedded Hospitals/3-5 Star Hotels/International Airports under central government / autonomous body/ state government/reputed private organization), which shall include Mechanized & Automated cleaning of buildings.
7. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD/SD will be forfeited. Furthermore on completion of the stipulated time period, Work Order may be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
8. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.

9. All disputes shall be subject to Raipur Jurisdiction only.
10. AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lower bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.
11. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> in Stores office at AIIMS Raipur Premises at the time of bid opening.
  - i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
  - ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
12. Tenderer to submit the Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
13. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.
14. **Earnest Money:**

The scanned copy of Earnest money of ₹ 27,00,000/- (Rupees Twenty Seven lakh Only) by means of Bank Demand Draft/ FDR/BG to be attached with online bid documents. It is also clarified that the bids submitted without earnest money will be summarily rejected. The original DD/FDR/BG prepared in the favour of "All India Institute of Medical Sciences, Raipur" should reach at the office of the Stores Officer (Hospital), Gate no. 1, Ayush Building, 2<sup>nd</sup> Floor, Tatibandh, AIIMS, Raipur before opening of tender.

  - i. No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited
  - ii. Tenders without Earnest Money will be summarily rejected.
  - iii. No claim shall be entertained against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
15. Tender not accompanied by documentary proof of the adequate experience and other documents as required along with EMD shall be summarily rejected.
16. The Director, AIIMS, Raipur reserves the right to accept or reject any or all the tender without assigning any reason thereof.

**Note: - All subsequent corrigendum/amendment shall be published only on website and not in press. Hence, Tenderers are advised to always be in touch with our said website until the Tender is finally opened.**

Stores Officer (H)  
AIIMS, Raipur

**PART-I: TECHNICAL BID**

For and on behalf of Director, AIIMS, Raipur, Stores Officer invites online Tender on “TWO BIDS (TECHNICAL & FINANCIAL) SYSTEM” in prescribed tender forms from Specialized Firms/Reputed contractors with adequate experience and financial capability who fulfil the eligibility & experience criteria for the under mentioned work.

S.No.	Name of Work	Earnest Money Deposit
1	<b>“Mechanized &amp; Automated Cleaning of Works of Hospital &amp; other Building of AIIMS Raipur”</b>	
In-side Area	Mechanized & Automated cleaning works of different parts of Hospital as per scope of work and operations described as per Annexure A-I to A10, B1 & C-2 to C-9 (The payment shall be made on basis of floor area)	126931 (per sq. mtr. Per month)
	Mechanized & Automated cleaning of toilets in different parts of Hospital as per operations described as per Annexure A-11, B1 & C1 to C-8 (The payment shall be made on the basis of number of toilets)	723 (per no. per month)
	Cleaning of structural glazing/ curtain glazing/ of desired area from out sides, using Spiderman method including all material, tools and tackles like dynamic rope, seat harness, Gri Gri, shunt, suction pad, cleanser (all clean), R3, Brush, Wiper, scrapper, Helmet, Bucket, duster etc. all complete as per direction of Hospital Incharge/Administration Including removal of bee hives if any. as per scope of work and operations described as per Annexure A-13	24363 (per sq. mtr. Per month)
Out-side Area	Mechanized and Automated cleaning of outer area of Hospital, i.e. footpath, parks etc. as per scope of work and operations described as per Annexure A-12 & B1, (The payment shall be made on the basis of road area)	80000 (per sq. mtr. Per month)
	Disposal of general garbage (in black/color bags) by mechanical transport as approved by AIIMS dumping ground from the following locations daily as per directions of Sr. Sanitation Officer or Hospital In-charge/Administration. i. Garbage collection point of Hospital, Trauma Centre, AYUSH+ PMR, Main Receiving Station-1, Incinerator, Biomedical Waste Plant, Workshop, AC Plant Room, Cooling Tower, Electric Sub Station-2, Car & Ambulance Garage, Bus Garage, Office & Maintenance, Laundry, Boiler, Medical Gas Point, Sub-Station 6, etc. (in black bags/color bags) ii. Dustbin with one trip / truck load per day.	1 (per month in lumpsum)
2.	Contract Period	12 Months (extendable for further 1 year on mutual agreement basis)
3.	BID VALIDITY	180 days from the date of Opening of Technical bid
4.	E.M.D.VALIDITY	180 days from the date of Technical Bid opening.
5.	PERFORMANCE GUARANTEE	10% of contract value
6.	Number of days from the date of Issue of letter of acceptance for reckoning date of start	30 days

Special Note: Date of Opening of Financial Bid will be intimated to the technically Qualified Bidders later.

**Note:-**

1. The Director, AIIMS Raipur reserves the right to reject any or all tenders without assigning any reasons whatsoever.
2. For detailed notice & Eligibility Criteria the Web sites [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) OR [www.tenders.gov.in](http://www.tenders.gov.in) OR <https://eprocure.gov.in/eprocure/app> may be seen.
3. Contractors should take due care to submit online bidding in accordance with the requirement.
4. Offers submitted without having the prescribed tender document or without complying with the terms and conditions of Tender document, will be ignored / rejected.
5. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through e-mail [storesofficer.hp@aiimsraipur.edu.in](mailto:storesofficer.hp@aiimsraipur.edu.in) on or before 05-10-2018 at 3:00 PM.
6. All disputes shall be subject to Raipur Jurisdiction only.
7. **If MSE firm is registered with following agencies for tendered item then they are exempted for submission of EMD.**
  - i. District Industries Centres.
  - ii. Khadi & Village Industries commission.
  - iii. Khadi & Village Industries Board.
  - iv. Coir Board.
  - v. Small Industries Corporation (NSIC).
  - vi. Directorate of handicraft & Handlooms.
  - vii. Any other body specified by Ministry of MSME (Ministry of Micro, Small & Medium Enterprises).

If MSE's who are interested in availing these benefits will have to attach with their offer the proof of their beings MSE's registered with any of the above mentioned agencies.
8. Each bidder should submit only one offer.
9. Conditional Quotation(s) will not be accepted.
10. AIIMS Raipur reserves the rights to accept/reject any offer in full or in part or accept any offer other than the lowest offer without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.

We look forward to receiving your online offer and thank you for your interest in this project.

Stores Officer (H)  
AIIMS, Raipur

I. ELIGIBILITY CRITERIA1. Eligibility and Experience Criteria

Post qualification shall be done in the present bid. The tenders can be purchased by any individual/firm. However, only those bidders who meet the eligibility/experience criterion shall be considered for evaluation of technical bid. The eligibility/experience criteria shall be as below. Tenderer shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms shall be considered non-responsive and shall be rejected without any further evaluation.

1.1 The tenderer should have satisfactorily completed either three similar works each costing not less than ₹ 3,00,00,000/- in last 5 years Ending 31<sup>st</sup> March 2018.

OR

Two **similar works**\* in each costing not less than ₹ 4,50,00,000/- in last 5 years ending 31<sup>st</sup> March, 2018.

OR

One similar work each costing not less than ₹ 9,00,00,000/- in last 5 years Ending 31<sup>st</sup> March, 2018.

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

[\*Bidders to note that **Similar work shall mean “Mechanized Cleaning”** in 250 or more bedded Hospitals/3-5 Star Hotels/International Airports under central government / autonomous body/ state government/reputed private organization, which shall include Mechanized & Automated cleaning of buildings. The value of executed works shall be brought to current costing level by enhancing the actual value of work done at simple rate of 7% per annum, calculated actual date of completion to last date of submission of the tenders.]

1.2 The average annual turnover of the bidder in the last three financial years ending 31.03.2018 should be not less than ₹ 4,50,00,000/-. The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover.

1.3 Should possess Machines equipments to be used in House Keeping work of book value of not less than costing ₹ 60,00,000/- and submit the list of owned machine & equipment indicating the value of each item with supporting bill vouchers.

1.4 Bid should be complete and covering the entire scope of job and should confirm to the General and Special Conditions indicated in the bid documents. Incomplete and non- confirming bids will be rejected outright.

1.5 Should not have incurred loss in more than three years during the past Five years ending 31<sup>st</sup> March, 2018.

1.6 No Joint Venture/ Consortium is allowed to participate in the Tender Process and submit an undertaking on the letter head.

1.7 Should produce a Solvency Certificate from a reputed bank for an amount not less than ₹ 4,50,00,000/-. Note- The Banker should be any of the Scheduled Bank as per RBI Act.

1.8 Bidders should have certificate issued by National/International accreditation bodies/Institutions.



- 1.9 Should possess latest and valid ISO Certificate of Mechanized Housekeeping services.
- 1.10 Should not have been blacklisted by any Central/State/Govt. agency and submit an undertaking on firm's letter head in this respect.
- 1.11 Tenderer should enclose Certified Scan Copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached) if applicable.
- 1.12 Tenderer should submit Certified Scan Copy of License from Labour Commissioner to Employ Contract labour under Contract Labour Act, if applicable.
- 1.13 Tenderer should submit Certified Scan Copy of Income Tax, PAN Card No. of the Party/ Agency/ Organization to be enclosed. Also latest copy of Income tax return to be submitted.
- 1.14 Tenderer should submit Certified Scan Copy of GST Registration certificate which should be in the Name of the Tenderer (Latest paid Challans to be submitted), if applicable.
- 1.15 Tenderer should submit a Scan copy of TDS Certificate along with the Completion Certificate for the work done in Private/Non-Govt. Organization.
- 1.16 The tenderer must attach a complete work plan indicating floor wise & shift wise deployment of staff & machines (type, brand etc.). The tenderer must also specify a frequency of different cleaning services e.g hourly, shift wise etc. After opening of the technical bid, these plans may be harmonized & the eligible tenderer may be asked the same.
- 1.17 At the time of submission of tender the tenderer shall have to furnish and attach scan copy of an affidavit on a Non-judicial stamp paper of ₹100/- as under:-
  - i) I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis.
  - ii) That Tenderer is not associated presently or was associated in the past with any of the office bearers of AIIMS either directly or indirectly.Further that, if such a violation comes to the notice of department or any information furnished shall be found to be untrue or false at any stage, I/We shall be liable to be disqualified and the Earnest Money accompanying the tender shall stand forfeited to the AIIMS Raipur, then I/we shall be debarred for tendering in AIIMS contracts in future. Also, if such a violation comes to the notice of Institute after award of work to us, AIIMS Raipur shall be free to forfeit the entire amount of Earnest Money Deposit and Performance Guarantee

Note: Bidder to quote subject to:-

- a. The above criterion shall be applicable for qualifying works quantum/value of machines and equipment's/annual turnover/value of solvency certificate etc. shall be considered.
- b. The qualifying works quantum/value of machines & equipment/annual turnover/solvency etc. Be considered after adding the value of eligibility criteria.



## **2. TECHNO – COMMERCIAL AND PRICE EVALUATION**

2.1 The constituted bid evaluation Committee, on behalf of the purchaser shall determine the substantial responsiveness of each bid in accordance with the terms and conditions of the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.

2.2 The Committee may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

2.3 The Committee's determination as to the substantial responsiveness or otherwise on each bid or consideration of a minor informality or non – conformity or regularity is final and conclusive.

2.4 The price bid of only techno – commercially responsive bids / items shall be evaluated by the bid evaluation committee after opening of the price bids.

2.5 The bidder will further be liable for disqualification if it has:

- I. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
- II. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
- III. if the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law , their application will be summarily rejected.

**2.6 The tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Financial Evaluation.**

**3.** Tenders not accompanying with required information, fees and documents shall be rejected outrightly. Any request for subsequent submission / alteration / addition / modification / amendment / extension of due date etc. will not be entertained.

**4.** Technical Bids will be opened first. Technical Evaluation of the Tenders will be done and Tenderers who qualify in Technical Bid will be considered for opening of their Price Bid.

**Technical Bid Evaluation Criteria**

The technical bid evaluation committee will be constituted by the hospital to evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub-criteria and point system specified.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

S. No.	Criteria	Range				
1.	<b>Total years of experience</b> in the field of Housekeeping services in Healthcare Institutions (Determined from years of incorporation) firms less than 3 years' experience will not be considered. ( Total 25 marks)	>3 up to 5 years	> 5 up to 7 years	> 7 up to 10 years	> 10 up to 15 years	> 15 years
		5 marks	10 marks	15 marks	20 marks	25 marks
2.	Total average annual turnover for last three financial years is more than Rs 4.50 Crore (Four crore fifty lakh). (Total 25 marks)	>4.50 Crore up to 10 Crore	>10 Crore up to 25 Crore	>25 Crore up to 50 Crore	>50 Crore up to 100 Crore	> 100 Crore
		5 marks	10 marks	15 marks	20 marks	25 marks
3.	Total number of manpower on roll. Firms with current outsourced manpower less than 200 will not be considered (total 25 marks)	200 to 500	500 to 1000	1000 to 2000	2000 to 5000	>5000
		5 marks	10 marks	15 marks	20 marks	25 marks
4.	Satisfactory work performance & work plan presentation (Total 10 marks)	<i>Satisfactory Performance &amp; work plan: - 5 marks (Site visit by a committee if required). Presentation of the work plan in consonance with the tender document and guidelines, not more than 5-7 minutes –5 Marks</i>				
5.	Staffing Schedule (total 05 marks)	Number of Manpower deployed during the contract not less than 200 (total 05 marks)				
6.	Name and number of Machines which will be deployed during the contract. (total 05 marks)	Please provide Name and number of Machines which will be deployed during the contract. (total 05 Marks)				
7.	Name and quantity of the chemicals/disposable etc, which will be used during the contract (total 05 marks)	Please provide Name and quantity of the chemicals/disposable etc, which will be used during the contract (total 05 marks)				

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

\*Minimum score for the technical bid shall be 60 marks for qualification.

\*Firms with average annual turnover for last 3 financial years less than Rs. 4.5 Cr will not be considered

The weightage for technical and financial bid should be 70:30 while arriving at the final grading on the basis of technically being qualified (60% score) and financially lowest bidder awarded 100% marks and other bidder will be evaluated in proportionally manner.

Services provider will need to submit a standard operational procedure (SOP) proposed to display competency in upkeep of hospital.

Preference for green/eco-friendly cleaning agents may be given.

**Minimum score** for the technical bid shall be 60 marks for qualification.

### **Illustration 1 (for Technical Weightage)**

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation value shall be: 56 i.e.  $\{80 \times 70\%$

### **Financial/ Price Bid evaluation Criteria:**

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

**The total marks obtained** by a Bidder in the technical bid shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding

### **Illustration 2**

If the Bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be **86** i.e. (56 Technical Score + 30 Financial Score)

The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

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

### **Illustration 3**

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

$30 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 24 (\text{financial score})$

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

### **FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER**

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

\*In case of tie i.e. same score for two or more firms the L1 will be decided on the basis of the highest marks scored by vendor in first 3 rows of criteria of Technical Bid Evaluation Criteria at Page 10.

**Other Information to be submitted by bidder online with technical bid:-**

1. FINANCIAL INFORMATION

Bidder should furnish the following financial information: Annual financial statement for the last five year in (Form “A”) and solvency certificate in (Form “B”).

2. EXPERIENCE IN WORKS HIGHLIGHTING EXPERIENCE IN SIMILAR WORKS

2.1 Bidder should furnish the following:

(a) List of all works of similar nature successfully completed during the last five years in (Form “C”).

(b) List of the projects under execution of awarded in (Form “D”)

2.2 Particulars of completed works and performance of the bidder duly authenticated/certified by an officer not below the rank of Executive Engineer or equivalent should be furnished separately for each work completed or in progress in (Form “E”).

2.3 Information in (Form “D”) should be completed and no work should be left out.

3. ORGANISATION INFORMATION

Bidder is required to submit the information in respect of his organization in Forms “F” & “G”

4. CLEANING MACHINE

Bidder should furnish the list of Cleaning Machine and equipment to be used in carrying out the work. (in Form “H”) Details of any other plant & equipment required for the work not included in Form “F” and available with the applicant may also be indicated.

7. OPENING OF PRICE BID:

After evaluation of applications, a list of short listed agencies will be prepared. Thereafter the online financial bids of only the qualified and technically acceptable bidders shall be opened at the notified time & date.

## ALL INDIA INSTITUTE OF MEDICAL SCIENCE, RAIPUR

Score Report for Monthly Payment

Score Report for the Month of \_\_\_\_\_

Name of Work Place \_\_\_\_\_

S. No.	Date	Cleaning of Floor	Cleaning of Wall, Doors, Windows	Cleaning of Table, Beds, Instruments	Dress code / Attitude	Obedying of workers	Aggregated
Total		20	20	20	20	20	100
1	Day by day						
Total Score = AVERAGE score for the month/Total Working Days.							

Note:-

- All unit of AIIMS, Raipur Designated by Hospital In-charge/Administration will use the same score card.
- Average score of every unit same thus total average of all units will be taken final consideration.
- The outcome of the average percentages score will be considered as a figure / data for the final payment for that month.
- Suppose in a given month, total average score of all units derived as 80% then, the payment to successful bidder will be 80% of their quoted figure.

**FORM “A”**

## FINANCIAL INFORMATION

- I. Financial Analysis- Average Annual Turnover
- II. Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

YEARS

2013-2014	2014-2015	2015-2016	2016-2017	2017-2018

(i) Gross Annual turnover on Mechanized &amp; Automated Cleaning

(ii) Profit/Lost

II. Financial arrangements for carrying out the proposed work.

III. Solvency Certificate from Bankers of the bidder in the prescribed Form “B”.

Signature of Chartered Accountant with Seal

Signature of Bidder(s)

## FORM "B"

## FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s. .... having marginally noted address, a customer of our bank are / is respectable and can be treated as good for any engagement up to a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

## NOTE:

- (1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.
- (2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

## FORM "C"

DETAILS OF ALL WORKS OF SIMILAR CLASS COMPLETED DURING THE LAST FIVE YEARS ENDING LAST DAY OF THE MONTH 31.03.2018

S. No.	Name of work/ Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/ in progress with details*	Name and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

\*Indicate gross amount claimed and amount awarded by the Arbitrator.

Signature of Bidder(s)

**FORM "D"****PROJECTS UNDER EXECUTION OR AWARDED**

S. No.	Name of work/ Project and location	Owner of sponsoring organization	Cost of work in crores of Rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/in progress with details*	Name and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Certified that the above list of work is complete and no work has been left out and the information given is correct to my knowledge and belief.

Signature of Bidder(s)

**FORM "E"****PERFORMANCE REPORT OF WORKS REFERRED TO INFORMS "C" & "D"**

1. Name of work/project & location
2. Agreement No.
3. Estimate cost
4. Contract cost
5. Date of start
6. Date of completion
  - (i) Stipulated date of completion
  - (ii) Actual date of completion
7. Amount of compensation levied for delayed completion, if any
8. Amount of reduced rate items, if any
9. Performance Report
 

(i) Quality of work	Very Good/Good/Fair/Poor
(ii) Financial soundness	Very Good/Good/Fair/Poor
(iii) Technical Proficiency	Very Good/Good/Fair/Poor
(iv) Resourcefulness	Very Good/Good/Fair/Poor
(v) General Behaviour	Very Good/Good/Fair/Poor

Dated:

Executive Engineer or  
Equivalent



**FORM “F”****STRUCTURE & ORGANISATION**

1. Name of address of the bidder
2. Telephone no. /Telex no. /Fax no.
3. Legal status of the bidder (attach copies of original document defining the legal status)
  - (a) An individual
  - (b) A proprietary firm
  - (c) A firm in partnership
  - (d) A limited company or Corporation
5. Particulars of registration with various Government Bodies (attach attested photocopy) Organization/Place of registration.
6. Name and titles of Directors & Officers with designation to be concerned with this work.
7. Designation of individuals authorized to act for the organization
8. Was the bidder ever required to suspend construction for a period of more than six months continuously after the commenced the construction? If so, give the name of the project and reasons of suspension of work.
9. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
10. Has the bidder or any constituent partner in case of partnership firm, ever been debarred / black listed for tendering in any organization at any time? If so, give details
11. Has the bidder or any constituent partner in case of partnership firm, ever been convicted by the court of law? If so, give details.
12. In which field of Civil Engineering construction the bidder has specialization and interest?
13. Any other information considered necessary but not included above.

14.

**FORM“G”****DETAILS OF TECHNICAL, ADMINISTRATIVE PERSONNEL MAN POWER TO BE EMPLOYED FOR THE WORK**

S. No.	Designation	Total Number	Number available for this work	Name	Qualifications	Professional experience and details of work carried out	How these would be involved In this work	Remarks
1	2	3	4	5	6	7	8	9

Signature of Bidder (s)

## FORM "H"

DETAILS OF MECHANIZED & AUTOMATED CLEANING AND EQUIPMENT  
LIKELY TO BE USED IN CARRYING OUT THE WORK

S. No.	Name of equipment	Nos.	Capacity or type	Age	Condition	Ownership Status			Current Value	Remarks supporting Bill/ Voucher
						Presently owned	Leased	To be purchased		
1	2	3	4	5	6	7	8	9	10	11
1.	Automatic scrubber driver	4								
2.	Single Disc machine	5								
3.	High pressure machine	4								
4.	Dry vacuum cleaner	5								
5.	Ride on road sweeper	2								
6.	Steam Cleaning machine	3								
7.	Ride on scrubber driver	2								
8.	Other Equipment {Please specify as per requirement (attach separate list)}									

Note: -

- Nos. of Machine which is shown in column no. 3 is totally tentative which will be increase/decrease as per the requirement of Administration, AIIMS Raipur at any stage of contract Period.
- If any other equipment will required in future for execution of work which shall be provided by the contractor.

Signature of Bidder (s)

## Clauses of contract

### 1. PERFORMANCE GUARANTEE

- i. The successful bidder shall have to submit a performance guarantee (PG) within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31<sup>st</sup> day after the date of issue of LOA. In case of the contract fails to submit the requisite PG even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participated in re-tender (if any) for that item. Performance Guarantee Bond is mandatory.
- ii. Successful supplier/firm should submit performance guarantee as prescribe in favour of "AIIMS, Raipur" and to be received in the office of the Store Officer (Hospital) , 2<sup>nd</sup> Floor, A y u s h Building, Tatibandh, Raipur (C.G.) Pin-492099 before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given performance of the tender documents, for an amount covering 10% of the contract value.
- iii. The Performance Guarantee should be established in favour of "AIIMS, Raipur" through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- iv. Validity of the performance guarantee bond shall be for a period of 60 days beyond of entire contractual period.

2. PARTIES TO THE CONTRACT: The parties to the Contract shall be the Contractor, whose offer is accepted by the AIIMS .The person signing the offer or any other document forming the part of Contract on behalf of other persons of a firm shall be deemed to have due authority to bind such person/s or the firm as the case may be in all matters pertaining to the Contract. If it is found that the person concerned has no such authority, the AIIMS may, without prejudice to any other Civil/criminal remedies, terminate the Contrat and hold the signatory and/or the firm liable for all costs and damage for such termination.

3. CONTRACT DOCUMENT: The several Contract documents forming the Contract shall be taken as mutually explained to one another, but in case of ambiguities or discrepancies the same shall be explained and harmonized by the Competent Authority who shall issue to the Contractor necessary instruction thereon and in such event unless otherwise provided in the contract the priority of the document forming the Contract shall be as follows.

- i) Contract Agreement.
- ii) Letter of Acceptance.
- iii) The conditions of Contract.
- iv) Detailed Tender Notice.
- v) Minutes of clarifications.
- vi) Any other correspondence exchanged between the parties in connection with the Contract.
- vii) The contractor's Offer.

4. **QUALITY OF SERVICES:** All Services to be supplied by the contractor shall be in conformity with the specifications laid down in the Contract. The services supplied under the Contract must be of the highest quality and standard.
5. **INSPECTION OF SERVICES:** The Competent Authority will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications. The Competent Authority shall be entitled at any time to inspect the services.
6. **PENALTIES :**

In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and condition of the contract the hospital reserves the right to impose the penalty as detailed below:

<b>Offence</b>	<b>Penalties (In Rupees)</b>
Not found displaying photo ID	100/- per instance.
Worker not in proper Uniform	500/- per instance.
Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	1000/- with removal of the offender
Duty performed by a worker for more than one shift in 24 hours	With Due permission from the Sanitary Officer/Hospital Administration, linked to Biometric attendance system, Not more than 5% of the total attendance. Penalty of 200/- per instance in case of non-compliance
Unsatisfactory performance	Individual Complaint: 1000/- per instance Adverse report by ad hoc Committee for inspection: 5000/- per instance Adverse Monthly report: 10,000/- per report
Machine out of order/deploying lesser no. of machines	2000/- per machine per day
Wrong/Improper chemical	5000/- per instance
Absenteeism/Under deployed	1000/- per instance
Complaints are not registered or not redressed	500/- per instance
Absence of personal protective gears	200/- per instance
For any other breach, violation or contravention of any terms and conditions	Rupees 5000/- will be imposed per day
In case the services remain consistently unsatisfactory for a period of more than 2 weeks	Penalty of 5% of the annual contract value will be imposed

a) 2% of cost of order/agreement (Annual cost to Hospital as quoted in tender) per week, up to 2 weeks delays for non-execution of contract after award of work.

b) After 2 weeks delay, the hospital reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from L-2 bidder. The defaulting L-1 bidder may be debarred/blacklisted for a period of 4 years (i.e. 2 terms). The security deposited by the contractor shall also be forfeited.

c) During the interim period of award of work and taking over of contracted work by the successful bidder, the on-going system by earlier service provider will continue.

d) In case of default/cessation of work by the service provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market/L2/L3 bidders and any excess amount payable arising thereof will be the liability of the defaulting Service Provider.

e) Equipment uptime should be 100%. The bidder should keep adequate spare equipment in stock to maintain the 100% uptime.

- f) The amount payable for the preceding month will only be released after certification of satisfactory performance by the authorized officer. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security than the bidder will have to deposit the corresponding amount before release of further payments.
- g) In case of any damage/loss/theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.
- h) If the quality of work is found un- satisfactory or any such complaint in this regards is registered either by patients or the hospital staff, a penalty of ₹1000/-day for inside area of work place will be charged to the contractor per instance per day.
- i) It is mandatory that the supervisor should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 hours, failing which a penalty of ₹1000/- per instance will be charged.
- j) If during inspection, the workers are not found in uniform, a penalty of ₹1000/- per employee will be charged per instance per day.
- k) if the contractor fails to dispose the garbage in any day & any locations, the penalty shall be imposed @₹2000/- per day/location and garbage may be disposed of at his risk & cost at the direction of Sr. Sanitation officer/Administrative Officer.

## **7. PAYMENTS :**

- a. The rates quoted shall be inclusive of GST and other charges, if any. The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, and shall hold well till completion of supply of the Services. Bills for Services supplied under this contract shall be prepared in triplicate by the Contractor at the end of every month. The payment of bills and other claims arising out of the Contract will be made by Account Payee Cheque drawn in the name of the Contractor or through E.C.S. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.
- b. The bidder/contractor will ensure the he/she pays minimum wages (certificate to be produced as notified by Regional Labour Commissioner, Raipur) including overtime pay (as per Minimum Wages Act and as per Govt. of India notification from time to time) to all his/her employees at all times along with statutory obligations like EPF, ESI etc. as mentioned in the tender document. A confirmed EPF and ESI challan copies of bank with regard to the payment made to labourers/workers engaged in work on each time has to be furnished by the contractor along with the next bill submitted. While submitting the bill, the same have to be attached with the bill.
- c. **No any other charges shall be payable. Bidder should note that at present AIIMS Raipur is in Progressive stage and the quantity shown is totally tentative.**
- d. **The payment shall be made for actual area/quantity covered for cleaning duly certified by competent authority of AIIMS Raipur per month basis as per tender terms and conditions.**

**Other terms and conditions:-**

1. The Sanitary staff will be considered under the Un-skilled category. Rates quoted by the firm will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R & A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes & other charges etc. of the agency.
2. ASSIGNMENT OF CONTRACT, ALTERATION IN FIRM: Except where otherwise provided by the Contract, the Contractor shall not subcontract any part of the Contract without the prior consent of the Director.
3. CORRUPT OR FRAUDULENT PRACTICES: The AIIMS requisite the contractors under this tender to observe the highest standards of ethics during the procurement and execution of such Contracts, in pursuance of this policy, the AIIMS defines for the purposes of this provision, the terms set forth as follows:
  - a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in Contract execution, and
  - b) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or an execution of a Contract to the detriment of the AIIMS, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the AIIMS of the benefits of the free and open competition.
3. The AIIMS will reject a proposal for award if it determines that the Contractor has engaged in corrupt or fraudulent practices in competing for the Contract in question. The AIIMS will hold the Contractor ineligible, either indefinitely or for a stated period of time, to be awarded a Contract if it at any time determines that the Contractor has engaged in corrupt and fraudulent practices in competing for, or in execution the Contractor.
4. FORFEITURE OF PERFORMANCE SECURITY DEPOSIT: If during the term of this Contract the Contractor is in default of the due and faithful performance of its obligations under this Contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS shall, without prejudice to its other rights and remedies hereunder or at the Applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS from recovering from Contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.
5. DISPUTES & ARBITRATION: The AIIMS and the Contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If a disputes of any kind whatsoever that cannot be resolve the same shall be referred to the sole arbitration of the Director, AIIMS, it is also a term of this Contract that no person other than a person appointed by the Director, AIIMS as foresaid should act as an Arbitrator. As aforesaid the provisions of the Arbitration and conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

6. **MODE OF SERVING NOTICE:** Communications between Parties which are referred to in the contract are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act.) Subject to as otherwise provide in this Contract all notices to be issued on behalf of the AIIMS and all other actions to be taken on its behalf may be given or taken by the Competent Authority. If sent by registered post to the last known place or abode or business of the Contractor, it shall be deemed to have been served on the date when in the ordinary course of post these would have been served on or delivered to it.
7. **PUBLICITY:** Any publicity by the Contractor in which the name of the AIIMS is to be used should be done only with the explicit written permission of the AIIMS.
8. **GOVERNING LANGUAGE:** Governing language for the entire contract and communications thereof shall be in English only.
9. **LAW:** The Contract shall be governed and construed in accordance with the law in India.
10. **LEGAL JURISDICTION:** No Legal suit or other proceedings relating to performance or breach of Contract shall be filed or taken by the Contractor in any Court of Law except principal court of Ordinary Civil Jurisdiction at Raipur which shall have exclusive jurisdiction to the exclusion of any outside court.
11. **STAMP DUTY:** The Contractor shall bear and pay any stamp duty and registration charges of the Contract.
12. **JOINT VENTURE:** Joint venture not allowed.
13. **SHIFT & SHIFT TIMINGS:**

1 <sup>st</sup>	Shift :	6.30 am to 2.30 pm.
2 <sup>nd</sup>	Shift :	2.30 pm to 10.30 pm.
3 <sup>rd</sup>	Shift :	10.30 pm to 6.30 am.
	General Shift :	9.30 am to 5.30 pm.



#### **14. IMPORTANT POINTS TO BE NOTED BY THE TENDERER**

- a) On receipt of blank Tender form the Tenderer should ensure that no corrections or over writings or erasures are left for attestation by the competent authority of the AIIMS.
- b) The financial bid shall be inclusive of all taxes i.e. GST and other charges, if any etc. to be paid by the Tenderer for the Work/Service and any claim for extra payment on any such account shall not be entertained.
- c) No alterations or additions anywhere in the Tender Document are permitted. If any of these are found, the Tender may be summarily rejected.
- d) In case of a firm, each partner or power of attorney holder shall sign the Tender and the signatures shall be attested as witness by a reputed person in the space provided for the purpose. The attested copies of power of attorney of person signing the Tender shall be enclosed/attached with The Tender. The power of attorney shall be signed by all partners. In case of Private limited /public limited companies, the power of attorney shall be supported by Board Resolution and appropriate and adequate evidence in support of the same shall be provided.
- e) All pages and pasted slips should be signed by the Tenderer. Corrections, if any, must be signed.
- f) No page shall be added or removed from the set of Tender Document.
- g) The Tenderer shall submit the Tender which satisfies each and every condition laid down in this Tender Document, failing which the Tender will be liable to be rejected. Conditional Tenders will be rejected.

#### **15. Process to be Confidential**

Information relating to the examination, clarification, evaluation and comparison of Tenders and the award of a Contract shall not be disclosed to Tenderers or any other person not officially concerned with such process until the award to the successful Tenderer has been announced.

#### **16. Preliminary Scrutiny**

- 16.1 The committee as approved for this tender will scrutinize the Tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the Tenders are generally in order. It will also determine the substantial responsiveness of the Tender. For purpose of these clauses, a substantially responsive Tender is one that confirms to all the terms and conditions of the Tender Documents without material deviations. The AIIMS's determination of a Tender's responsiveness is based on the contents of the Tender itself without recourse to extrinsic evidence.
- 16.2 A Tender determined as not substantially responsive will be rejected and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS may waive any minor infirmity or irregularity in a Tender which does not constitute a material deviation. This shall be binding on all Tenderers and the AIIMS reserves the right of such waivers.

#### **17. Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of Tenders, the AIIMS may, at its discretion, ask some or all Tenderer for technical clarification of their Tender. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the AIIMS, at its discretion, may ask for any technical clarification to be submitted by means of facsimile/email by the Tenderer. In such cases, original copy of the document describing the technical clarifications must be sent to the AIIMS by means of courier/in person/ if required AIIMS officials may visit

the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check.

18. Acceptance of Tender

Acceptance of Tender on behalf of the AIIMS shall be done by the Director. The AIIMS is not bound to accept the lowest or any of the Tender. The AIIMS reserves the right to reject any or all Tenders received without assigning any reason whatsoever.

19. Intimation to Successful Tenderers: The acceptance of Tender may be communicated to the successful Tenderer in writing or otherwise either by the Tender opening authority or any authority in the AIIMS, Raipur.

20. Execution of Contract Document

20.1 The successful Tenderer after furnishing the Initial Performance Security, is required to execute an Agreement in duplicate in the form attached with the Tender Documents on a stamp paper of proper value. The proper value at present is ₹100/- The Agreement should be signed within 15 days from the date of acceptance of the Tender. The Contract will be governed by the Contract Agreement, the Conditions of the Contract (CoC) and other documents as specified in the CoC.

20.2 It shall be incumbent on the successful Tenderer to pay stamp duty for the Contract Agreement, as applicable on the date of the execution.

21. Licenses: Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the AIIMS a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the Earnest Money is liable to be forfeited.

22. Rights of the AIIMS

22.1 The AIIMS reserves the right to suitably increase/ reduce the scope of work put to this Tender.

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

23. Contract Period: The Contract period shall commence on the date of Commencement and shall remain for one year. The period is further extendable for a maximum period of one year on the same terms and conditions.

24. Review & Termination: It may be noted that quality of Housekeeping service and operations as per Annexure-A to A-13, B1, C1 to C-7, D & E are essence of the Contract. If at any time it is seen that, a result of the poor quality of housekeeping continues for a period of 15 days, the contract may be terminated. AIIMS would periodically draw swab samples from the areas allotted to the contractor to check sterility & cleanliness.

25. COMMENCEMENT OF SERVICES

25.1 Area of Operation

25.1.1 At AIIMS Raipur as per attached Annexure-F.

25.1.2 The tenderers are expected to cover the both inside & outside area Wards, ICU,CCU, NCCU, Operation Theatres, OPDs, Casualty, Internal Passages, Staircases, Lift lobbies, Waiting area & Sanitary blocks including electrical fittings & windows of the hospital buildings

25.1.3 Services offered: At AIIMS RAIPUR (as per list attached), the contractor has to provide Mechanized Housekeeping Services on day-to-day basis except for any working day of AIIMS Raipur or on as advised by Administration of AIIMS Raipur.

**26 HYGIENE STANDARDS FOR THE STAFF**

- a) The employees should be in proper uniform at the time of work.
- b) They should be presentable in appearance i.e well cut and groomed hair, properly combed, shaved etc.
- c) Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.

- d) To be maintained as defined at Annexure-“D”

## **27 CONTRACTORS RESPONSIBILITIES**

- 27.1 Material cost& outgoing: The cost of all accommodation, material for housekeeping, labour wages, setting up the said infrastructure, recruitment of staff, maintenance of equipment, and any other expenses including fuels, any taxes, local or otherwise required by the Contractor for the purpose of this contract shall be borne by the Contractor.
- 27.2 The Operator shall employ skilled, semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.
- 27.3 The Operator shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

## **28 CONTRACT PRICE**

- 28.1 The Contractor shall be paid the Contract Price every month. The Contract Price shall cover all expenditure incurred on staff, establishment, maintenance and repairs, spares and consumables, and any other expenses.
- 28.2 The rates agreed between the AIIMS and the Contractor is inclusive of all taxes & charges, if any.
- 28.3 The Contractor shall pay all the Taxes directly to respective organizations and to the Government of India. The AIIMS shall not take any responsibility for any kind of Tax payment to the Government or quasi-Government bodies at any point of time.
- 28.4 All charges on account of GST tax and other duties on material obtained for the Services from any source including the tax applicable as per GST Act in the goods involved in the execution of the Services, etc. shall be borne by the Contractor.

## **29 GENERAL CONDITIONS**

- 29.1 The work in general shall be carried out in accordance with the AIIMS specifications and as per directions of Sr. Sanitation officer/Administrative officer.
- 29.2 The work shall be carried out in the manner complying in all respects with the requirements of relevant by-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Hospital In-charge & nothing extra shall be paid on this account.
- 29.3 The contractor shall comply with proper & legal orders & direction of the local or public authority or municipality and abide by their rules & regulations & pay all fees & charges which may be liable.
- 29.4 The contractor shall give due notice to municipality, police and/or other authorities that may be required under the law/rules under force & obtain all requisites licenses for temporary obstructions/enclosures and pay all charges which may be leviable on account of his execution of the work under the agreement. Nothing extra shall be paid on this account.
- 29.5 No assistance of any kind including foreign exchange shall be made available by the department for the purchase of equipments, plants, machinery, materials of any kind or any other items required to be carried out in execution of work. Payment will be made in Indian currency only.
- 29.6 The contractor shall execute his work in such a manner that no damage is made to the existing structure, if any damage occurred it shall be made good by the contractor.

- 29.7 The contractor shall conduct his work so as not to interfere with or hinder the progress or completion of the work being performed by other contractor(s) or by the Hospital In-charge & shall as far as possible arrange his work and shall place & dispose of the material being used or removed so as not to interfere with the operations of other contractors, or he shall arrange his work with that of the others in an acceptable & co-ordinate manner & shall perform it in proper sequence to the complete satisfaction of Hospital In- charge.
- 29.8 Contractor shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.
- 29.9 Speed & Quality of work is very important at AIIMS Hospitals.
- 29.10 The contractor shall ensure quality work in planned and time bound manner. Any sub-standard material/ work beyond set out tolerance limits shall be summarily rejected by the Hospital-in-charge/Administration.
- 29.11 All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document Annexure-“E”.
- 29.12 AIIMS, Raipur shall not be responsible for any loss of material used by the contractor at site.

After execution of work contractor shall store the cleaning Material & equipment in proper organized manner so as not to give any ill appearance to the Hospital.

### **30 SPECIAL CONDITIONS**

- 30.1 The tenderer shall study carefully, the materials, chemicals, machines, equipment, schedule of quantities, the frequencies of different operations and conditions of specifications the tender documents to fully appreciate the scope of work before quoting his rates.
- 30.2 The Contractor should provide satisfactory evidence acceptable to the AIIMS to show that
- a) He is a reputed firm/contractor who regularly under takes the works of Mechanized Cleaning to the subject tender and has adequate technical knowledge and experience
  - b) He has an established proper supervisory control organization to ensure that there is adequate control at all stages of execution of the contract. He should give proper Quality assurance chart for the work.
- 30.3 The Cleaning work required at AIIMS Hospitals is a sensitive zone. The successful tenderer has to follow certain hospital rules in his day-to-day work.
- 30.4 The contractor shall have to clean the area as per minimum frequencies mentioned. However the cleaning shall have to be done more frequently if required for proper housekeeping upon the instructions of the Hospital's Housekeeping-in-Charge/Administration, for which nothing extra shall be paid.
- 30.5 The tenderer whose tender is accepted shall follow housekeeping scope of work as mentioned in the tender, so as to help the AIIMS officers to monitor and check that the housekeeping work is being done according to the schedule of frequencies mentioned.
- 30.6 The contractor shall work in close coordination with officials working in various rooms/halls, including staff of Hospital etc. and modify working schedule if required as per user's convenience. No claim whatsoever on this account shall be entrained.
- 30.7 The AIIMS shall provide space for storage of machines, material and chemicals as per availability for which no rentals for space will be recoverable. However no

- extra payment shall be admissible for carriage/shifting etc.
- 30.8 The information & site data mentioned in the tender documents are being furnished for general information & guidance only. The Hospital-In-Charge/Administration in no case shall be held responsible for the accuracy thereof or any interpretations or conclusion drawn there from. He is expected to survey the site physically and access the site area and condition. The contractor shall verify such data to his entire satisfaction before quoting the rates.
- 30.9 No tools & plants including special T & P etc. shall be supplied by the department. The contractor will have to make his own arrangements at his own expense for all machines, chemicals, materials toiletries, consumables etc. However water and electricity required for cleaning will be provided free of cost by AIIMS.
- 30.10 Tendered rates shall be for completed work covering all operations as per Applicable Annexure A-1 to A-13, materials, labour, carriage, machinery & equipment's, royalties fees, rent, GST, etc. wages, tools and plants transportation risks, overheads, general and special liabilities/obligations as mentioned and profits etc. Contractor shall pay necessary taxes like GST etc. as above to relevant authorities.
- 30.11 Materials and chemicals required shall have to be brought by the contractor on advance for each month at his own cost. It may be noted that the material and chemicals required shall have to be brought at site and shall be kept in the safe custody at designated place which will be allocated to the contractor at each hospital block free of cost.
- 30.12 All the materials/chemicals/consumables brought to site shall be protected suitably duly Wrapped/packed & stored so as to avoid any damage during loading transportation/unloading & handling due to weather conditions etc. at any stage.
- 30.13 The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Hospital-in-Charge. In case of default Hospital-in-Charge/Administration may get the improvement done at the cost of agency without any notice.
- 30.14 The contractor shall appoint exclusively for this work for each building depute one Supervisor with mobile phone and one Manager for all with mobile who shall coordinate with the concerned authorities as & when needed.
- 30.15 The contractor shall arrange the necessary water supply fitting, flexible pipe etc. for taking water from the water taps provided in the building for the work of housekeeping at his own cost However water will be supplied free of cost.
- 30.16 The tenderer should provide sufficient number of staff required for completion of the required scope of work. The staff in uniforms as approved by Hospital-in-Charge/Administration only shall be allowed for duty. The workers shall be supplied with sufficient sets of uniforms by the contractor so that they wear them at all time and keep them clean. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
- 30.17 The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to be rendered to AIIMS and shall comply with all relevant labour laws as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify AIIMS against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS may be party or involved as a result of the contractors failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 30.18 The tenderer should deploy sufficient number of machines as per requirement, for the scope of work mentioned in the tender document.

- 30.19 The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of intent (before the issue of award letter)
- 30.20 The cost of Machine maintenance will be borne by the contractor.
- 30.21 The chemicals should be Eco-friendly, Bio-degradable of international quality as mentioned in Annexure of the tender document.
- 3.22 The Bidder should submit detailed work plan building wise and floor wise suggesting the frequency of the servicing equipment to be deployed and indications for measuring performance. The work plan will include access in the building of both internal and external as per S.O.S as per Annexure enclosed.
- 30.23 There should not be any dust & dirt in and around the area assigned to the firm during the execution of work.
- 30.24 Every Supervisor deputed by the firm should maintain a register for keeping the daily record for cleaning & should take signature from the concerned department for their comments.
- 30.25 For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipments, computers etc. persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section forgetting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.
- 30.26 Union Activities:- Sanitation and House-keeping staff engaged by the contractor shall not take part in any staff union and association activities while on duty in the premises of the Department

### **31 ADDITIONAL CONDITIONS**

- 31.1 Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) as per enclosed list in tender form should be followed.
- 31.2 Materials and chemicals of approved quality as mentioned from M/S Eureka Forbes and/or M/s Johnson Diversey shall be used. Material / chemical required to be used marked by M/s Eureka Forbes or M/s Johnson Diversey charge. The consumption of material / chemicals shall be regulated as per manufacturer's specifications.
- 31.3 Machinery/equipment of Eureka Forbes and/or Johnson Diversey or any other equivalent make are to be used. Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.
- 31.4 For maintaining the machinery in running condition, the contractor shall carry out the AMC for the machines which he has procured for the purpose of carrying out the work from the manufactures of the machines or from a reputed agency. In case of out of order of machines alternate machines shall be made available in working conditions at site of work.
- 31.5 Utmost care shall be taken to keep the noise level to the barest minimum so that no disturbance as far as possible is caused to the patients of the hospital. No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may permitted for storage subject to the compliance of all rules / instructions issued by the competent authorities and as per the direction of Hospital- in- Charge.
- 31.6 In the event of any restriction being imposed by the security agency, AIIMS, Corporation, Traffic or any other authority having jurisdiction in the area on the working or movement of labour/material, the contractor shall strictly follow such restrictions and nothing extra shall be payable to the contractor on this account.
- 31.7 Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for
- Seal & Sign of Bidder* *Page 29 of 49*



discharge of duties or are assigned to him/her. Medical certificate every six months shall be provided from the date of start of work.

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

31.9 General Security restriction are given as under :

- (a) Labour huts/stay of workmen will not be allowed at site
- (b) After verification of antecedents, badges will be issued to them by the contractor under the seal of the hospital – in – Charge or his representative. The cost of badges would be borne by the contractor.
- (C) As and when there will be security requirements certain additional restriction can be imposed as per the requirement of the situation.
- (d) The contractor shall be responsible for behaviour and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.

31.10 No payment shall be made for any damage caused by rain snowfall, flood or any other natural calamity, whatsoever during the execution of the work. The contractor shall be fully responsible for any damage to the Govt. Property and work for which the payment has been advanced to him under the contract and he shall make good the same at his risk and cost.

31.11 The tenderer shall visit the site & examine the availability of space in detail for execution of the work and deployment of machinery. For the meetings, cultural & political activities taking place in the campus, the contractor has to ensure that the above programmes/ activities are not hindered in any manner while executing the work.

31.12 No inflammable materials i.e. POL shall generally be allowed to be stored at site. However reasonable quantity may be permitted for storage subject to the compliance of all rules/instructions issued by the Competent Authority and as per the direction of Administration.

31.13 The Contractor is to execute the different items of Housekeeping work for all floor for all heights & level for which nothing extra shall be paid over and above the quoted rates for different items as per schedule of quantities.

31.14 If any reason any area is whole or part of the work is not available for work, the agreed execution schedule shall be suitably modified. However under no circumstances the contractor shall be entitled to any claim of financial damages, whatsoever, on this ground and he shall reorganize his resources to suit the revised schedule within the stipulated time of completion.

**FORM - 1 - TECHNICAL INFORMATION AND UNDERTAKING**  
**(Tenderer may use separate sheet wherever required)**  
**(To be uploaded with “Technical Bid”)**

S. N.	Description	Scan copy to be uploaded (document Required)	Document attached (Yes/No)
1.	Name & Address of the tenderer with phone number, email, name and telephone / mobile	Mention in Letter Head	
2.	Please submit Form „A”	With Supporting documents	
3.	Please submit Form „B”	With Supporting documents	
4.	Please submit Form „C”	With Supporting documents	
5.	Please submit Form „D”	With Supporting documents	
6.	Please submit Form „E”	With Supporting documents	
7.	Please submit Form „F”	With Supporting documents	
8.	Please submit Form „G”	With Supporting documents	
9.	Please submit Form „H”	With Supporting documents	
10.	List of manpower outsourced	Scan copy to be uploaded duly filled in & sign	
11.	A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.	Undertaking authorization letter	
12.	Valid Registration no. of the Agency/Firm	Copy of Registration	
13.	Valid License & No. under Contract Labour Act and any other Acts/Rules	Copy of license	
14.	Permanent Account Number	Copy of the PAN Card	
15.	Valid ISO Certificate of Mechanized Housekeeping Services	Copy of ISO certificate	
16.	Provident Fund Registration No.	Copy of PF	

S. N.	Description	Scan copy to be uploaded (document Required)	Document attached (Yes/No)
17.	ESI Registration No.	Copy of ESI	
18.	GST Registration No.	Copy of GST	
19.	Please attach copy of last three years of Income Tax Return		
20.	Please submit on firm/company letter head that no case is pending with the police against the Proprietor/firm or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Please also declare that proprietor/firm has never been black listed by any organization.		
21.	Undertaking from Tenderer on the letter head regarding Any complaints towards non-payment of wages, other liabilities & statutory obligations will be received by Administration, AIIMS Raipur, the due amount will be paid by AIIMS Raipur & same will be deducted on monthly bills/ Performance Security & also lead to strict administrative action against the contractor as per extant Rule of Govt. Of India.		
22.	Details of the Earnest Money Deposit (EMD)		
	₹ 27,00,000/-	FDR/DD/BG No: Date: Payable at	

Note:

- i. In case of non-fulfilment of any of the above information/document(s), the Tender will be summarily rejected without giving any notice.

SCOPE OF WORK*Mechanized & automated cleaning of*

1. High Risk areas: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A1 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
2. Low Risk areas: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A2 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
3. Dirty Utility Room: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A3. Frequency of cleaning will be as per cleaning schedule at Annexure- B1
4. Toilets Cleaning: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-11. Frequency of cleaning will be as per cleaning schedule at Annexure- B1
5. Corridor Cleaning: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-4 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
6. Elevator Cleaning: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-5 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
7. Staircases: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-6 Frequency of cleaning will be as per cleaning schedule at Annexure-B1
8. Window Cleaning: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-7 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
9. Consultant Room/Faculty Room i/c attached toilet: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-8 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
10. Operation Room/OT: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-9 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
11. ICU\*s: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-10 Frequency of cleaning will be as per cleaning schedule at Annexure- B1
12. OUTER AREA: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-12
13. STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREA: Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-13

N.B: There shall be zero tolerance for dust and dirt in the Institute. The contractor is required to maintain very high standards of sanitation.

## STANDARD OPERATING PROCEDURE OF HIGH RISK AREA

Objective: To clean and maintain sterile areas as per highest cleaning standards.

Identified sterile areas.

- (OTs/ICU/CSSD ETC.) [EXCLUDING OPERATION AREA]
- Pre/Post operative units.
- Trauma & Emergency Units.
- ALL WARDS/In-patient rooms.
- ISOLATION WARDS
- Path Labs./Micro-biology/Blood Bank etc.
- I.C.C.U.s
- I.C.U.s
- Recovery Units.
- Mortuary, Forensic.

Activity	Chemicals used
□ Dusting of All Areas	Bacillocid Solution/Hypo chlorite
– Scrubbing	2% Hypochlorite Solution/Mikrobac Forte & R-2
– Spray & Shield Areas	1% Bacillocid
– Mopping	Mikrobac Forte/Hypo chlorite
– Disinfection	2% Bacillocid
– Mattress Disinfection	Bacillocid Solution

- cleaning of sputum mug & urine pot

Description:

1. Remove all soiled Linen and garbage.
2. Check for cobwebs.
3. Possibly remove or keep aside machines and instruments.
4. Dust the entire area.
5. Scrub thoroughly with Mikrobac Forte/1% hypochlorite solution/R-2.
6. Disinfect the entire area including walls, floor, tiles and skirting with steam cleaner.
7. Arrange the machine and instrument in their respective places.
8. Re-dust the area again with bacillocid solution.
9. Every week all sterile and sub sterile areas are thoroughly washed and scrubbed with hypo chloride solution/R-2 to ensure a completely disinfected area.
10. Change the mop if you can after using it with each individual. You can use old OT Sheets.
11. Dip used mops in 2% sodium hypochlorite for half an hour.
12. Maintenances to be checked and fed in the computer on daily basis.
13. Curtain or divider should be washed and change weekly.
14. In case, of infected case discard towel or O.T. sheet can be used and thrown.

## STANDARD OPERATING PROCEDURE OF CLEANING OF GENERAL/LOW RISK AREA.

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

Public areas

waiting areas

Corridors

Basement

Staircases

Elevators

LIBRARY/STORE

HOSTELS

Administrative Block.

KITCHEN & Dietetics Department

Outer Area, Parks, Lawns Road & Other Areas

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

## Description:

1. Remove all garbage from the dustbins.
2. Dust the entire area with a damp cloth or when necessary with Bacillocid solution.
3. Vacuum cleans the entire area.
4. Mop the floor with 1% Hypo Chloride/Mikrobac Forte.
5. After each shift mops should be dip into 1% Sodium Hypo chlorite for re-use.
6. Scrubbing of the above mentioned areas to be done thoroughly every Weekly with 2% R-2
7. Spiral solution.
8. Once a week area to be polish with terenova.
9. Polished area needs to be buffed on daily basis.
10. Curtain or divider should be washed / changed on weekly basis.
11. Through cleaning of the areas to be done once in a week.
12. Maintenances to be noted in checklist and fed in the computer on daily basis.

## STANDARD OPERATING PROCEDURE OF SETTING OF DIRTY UTILITY ROOM.

Objective: To set up and maintain hygiene standards in Dirty Utility Room.

<u>PUNCTURE PROOF CONTAINER</u>	<u>BLUE</u>	<u>YELLOW</u>
SHARPS, Used, Blades Needles, Scalpels, Broken Glass etc.	Infected, Non-Infected Plastic, IV Sets ,Gloves, Tubing"s, Micro-biological Waste, Catheters Urine/ Stool, Container, Urobags, Vacutainers etc.	ANATOMICAL & PATHO-LOGICAL waste, Cotton Gauze, Linen, Contaminated with blood or other body Fluide: Cytotosix drugs.

Description:

1. Three different bins (Red, Yellow, Blue, Black) lined with colour-coded bags are used for the segregation of wastes depending on the type of waste generated in an area. The bags have to be arranged by the contractor.
2. The garbage bags from areas of generation will be brought to the dirty utility room.
3. The smaller tied bags brought from the areas will be placed in the respective garbage bins in the dirty utility rooms.
4. At the end of every shift, garbage will be brought down from all the dirty utility rooms to the garbage collection area.
5. The dirty utility room is disinfectant /scrubbed clean and the dustbins are damp dusted with Hypochlorite/2% Bacillocid.
6. While getting the garbage downstairs, make sure there is no spillage.
7. Gloves & masks are necessary to be worn while disposing garbage.
8. Make sure you place the garbage collection area on the ground floor according to the color-coding.
9. During the night shift, dirty utility room bins are washed, dried and relined with bags.

Annexure A-4

## STANDARD OPERATING PROCEDURE OF CORRIDOR CLEANING.

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

Description:

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



## STANDARD OPERATING PROCEDURE FOR ELEVATOR CLEANING

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

Material required

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

Description:

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

## SCHEDULE FOR CLEANING ELEVATORS

9:00 A.M.	10:00 P.M.	11:00 A.M.
2:00 P.M.	12 MIDDAY	1:00 P.M.
5:00 P.M.	3:00 P.M.	4:00 P.M.

## STANDARD OPERATING PROCEDURE OF CLEANING THE STAIRCASES

Objective: To clean staircases with as little inconvenience to the users

Description:

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

## STANDARD OPERATING PROCEDURE OF WINDOW CLEANING

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

## Equipment:

1. R-3
2. SQUEEZEE WITH HANDLE
3. WINDOW CLEANER
4. SMALL PLASTIC BUCKET
5. CLEAN RAGS
6. SPONGE
7. GLASS SCRAPER
8. WINDOW BRUSH

## Description:

1. Prepare window cleaning solution
2. Place window brush into solution
3. Apply solution to window surface using 's' strokes.
4. Use squeegee, starting at bottom corner and working upward along outside edge, across top, then downward using 's' stroke.
5. Dry squeegee blade as needed with clean dry cloth
6. Remove any solution remaining on window frames or ledge with clean cloth.
7. Clean equipment and store properly.
8. Some areas may require the use of a glass scraper to remove tough stains.

## Annexure A-8

## STANDARD OPERATING PROCEDURE OF CLEANING THE CONSULTANT ROOM/FACULTY ROOM

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

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

**STANDARD OPERATING PROCEDURE OF CLEANING OF OPERATION ROOM/OT**

Objective: To prepare the Operating room for surgery.

Description:-

1. Basic principles of septic techniques dictate the procedures that are carried out immediately after completion of a surgery. The OTs is always kept clean & sterile.
2. The following housekeeping duties should be done at least one hour before scheduled incision time.
3. Removable tables and equipments to be kept outside the room.
4. Damp dust tops and rims of autoclave, washer sterilizer and counter top in sub sterile room adjacent to the operation theatre.
5. Wash the tiles / floor with sodium hypo chloride / Bacillocid solution.
6. After the room is clean - let the surface dry.
7. Mop the floor with disinfectant 2% Mikrobac forte solution.
8. After each case O.T should be cleaned with 2% Bacillocid Solution and keep ready for next case.
9. At the end of the day O.T should be cleaned thoroughly for next day with Bacciollocid solution.
10. Bio-Medical waste to be removed after each case.

Annexure A-10

**STANDARD OPERATING PROCEDURE OF ICU'S**

Objective: To keep the area hygienically clean, spic & span and see high service standards round the clock.

Description:-

1. Remove the soiled linen and garbage.
2. Damp dust the entire area with 2 % bacillocid solution.
3. Vacuum clean the entire area especially the corners, crevices, door edges, a/c grills, ducts, etc.
4. Spot cleaning for removal of stains.
5. Wet mop entire floor with Mikrobac Forte solution
6. Maintenance to be checked and followed up for rectification and pending jobs.
7. Floor should be free of dust / Dirt / and stain.
8. Workstation should be free of dust.
9. Ceiling lights/A.C grills should be free of dust / insects and should be correct form the maintenance points of view.
10. Dustbins should be cleared as and when required.
11. Floor scrubbing should be done once a week as per the schedule / as and when required.
12. Garbage should be cleared at the end of each shift.
13. In case of infected case mops needs to be thrown. Can use old towel as mop.
14. Check for the cobwebs on regular basis.

## OPERATING PROCEDURE FOR TOILETS CLEANING

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

## Material/Chemicals used

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

Scrubber/Scotch brite. Hand mop

Dusters Corner brush Soap solution

Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

## Description:

Check all maintenance in washroom.

Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly.

Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely.

Scrub toilet bowl from inside and outside.

Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.

Scrub & Mop washroom floor from inside to outside.

Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener.

Sign on toilet check list bind main door.

**STANDARD OPERATING PROCEDURE FOR CLEANING THE OUTER AREA.**

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

Description:

1. Outer area should be cleaned thoroughly at night.
2. Pick up the things littered around the hospital premises in the morning.
3. Brooming of heavy traffic area includes emergency, IPD, OPD & front area have to be done first.
4. Brooming of courtyard, cascade area & back area of hospital to be done afterwards.
5. Once area is thoroughly cleaned, touch ups to be given to the heavy traffic areas till evening.
6. Every Sunday thorough cleaning of cascade, courtyard & fountain area to be done.
7. Once a month total areas should be washed properly.
8. Check for cobwebs on wall and pillars of outer areas on regular basis.
9. Area should be brush abled thrice a day.

**Annexure A-13****STANDARD OPERATING PROCEDURE FOR CLEANING THE STRUCTURAL GLAZING / CURTAIN GLAZING OF DESIRED AREA**

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

Cleaning of fixed glass panes/ structural glazing/ exterior mosaic tile area curtain glazing of desired area from out sides, using Spiderman method including removal of bee hives if any once in a month and bird dropping etc. including cleaning on Polycarbonate sheds provided on all three ramps and other area at Trauma Centre.

1. Dynamic Rope
2. Seat Harness,
3. Gri Gri
4. Shunt
5. Suction pad,
6. Cleanser (all clean),
7. R3, brush,
8. Wiper,
9. Scraper,
10. Helment,
11. Bucket,
12. Duster

## CLEANING SCHEDULE

NABH Policy : Cleaning Schedule

NABH reference : HIC 2

NABH Version No.: LAU/HIC2/ Cleaning Schedule/ver 1.0, 1st Dec 2008

VERY HIGH RISK AREA

S.No.

	Activity	Frequency	Agents Used	Responsibility
1 -- OT Area / Labour Room				
I	Garbage Removal from OT to DU and from DU to Central Garbage Room	After every Case	As per the BMW guidelines	Safaikaramchari
II	Feather Brushing	After every case	Feather Brush	Safaikaramchari
III	1 <sup>st</sup> Mopping	Before start 1 <sup>st</sup> patient & after every case	Wizard	Safaikaramchari
IV	2 <sup>nd</sup> Mopping	Before start of 1st patient & after every case	1% Sodium Hypo chlorite	Safaikaramchari
V	Garbage removal from the DU to Central Garbage Room	12:30pm and 3.30pm and as when require	As per BMW guidelines	Safaikaramchari
VI	Brushing in the OT corridor	In continuation	Flat Mop	Safaikaramchari
VII	Wiping of doors and windows in OT Corridor	After every 1 hr	Duster	Safaikaramchari
VIII	Mopping with Wizard in OT corridor	After every 1 hr	Wizard	Safaikaramchari
IX	Mopping with Sodium Hypochlorite in OT corridor	After every 4 hr	1% Sodium Hypochlorite	Safaikaramchari
2 - ICU, CCU, ICCU, NICU, PICU				
I	Removal of Garbage	8.00am, 12:30pm and 3.30pm	As per the BMW guidelines	Safaikaramchari
II	Brushing	Thrice in a day 08.00am, 12.30noon, 03.30pm	Feather Brush	Safaikaramchari
III	Wiping	After every 1 hr	Duster	Safaikaramchari
IV	Mopping with wizard	After every 1 hr	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 4 hrs & As and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washroom cleaning with Wizard	Cleaning after every half an hr	Wizard	Safaikaramchari
VII	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 4 hr & As and when required	1% Sodium Hypochlorite	Safaikaramchari

HIGH RISK AREA

3 -- EMERGENCY				
I	Removal of Garbage from patient side to DU and from DU to Central Garbage Area	8.00 am, 12.30pm and 3.30pm	As per the BMW guidelines Feather Brush	Safaikaramchari Safaikaramchari

II	Brushing	Thrice in a day 9.00am, 3.00pm, 9.00pm		
III	Wiping	After every 2 hrs as and when required	Dusters	Safaikaramchari
IV	Mopping with wizard	After every 2 hrs as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 6 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washroom cleaning with Wizard	Cleaning after every half an hr.	Wizard	Safaikaramchari
VII	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 6 hrs As and when required	1% Sodium Hypochlorite	Safaikaramchari

## 4- CSSD AND MICROBIOLOGY

I	Removal of Garbage from the area to Central Garbage Area	Twice in a day 12.30 pm and 3.30 pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	Thrice in a day 9.00am, 3.00pm, as and when required	Feather Brush	Safaikaramchari
III	Wiping	After every 2 hrs	Dusters	Safaikaramchari
IV	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 6 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

## MODERATE RISK AREA

## 5- IPD ROOMS/WARDS

I	Removal of Garbage from patient room to DU and from DU to central Garbage area as per the timings of disposal	Thrice in a day from DU 9.00am, 12.30pm and 3.30 pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	Twice in a day 7.30am and 4.00pm as and when required	Feather Brush	Safaikaramchari
III	Wiping	Twice in a day 1 <sup>st</sup> from 7.30am and 2 <sup>nd</sup> from 4.00pm as and when required	Dusters	Safaikaramchari
IV	Mopping with wizard	Twice in a day 1 <sup>st</sup> from 7.30am and 2 <sup>nd</sup> from 4.00pm as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	Twice in a day 1 <sup>st</sup> from 11.00am and 2 <sup>nd</sup> from 6.00pm as and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washing cleaning	Three times in a day 1 <sup>st</sup> start from 7.30am 2 <sup>nd</sup> from 11.00am 3 <sup>rd</sup> from 4.00pm as and when required	Wizard and 1% Sodium Hypochlorite	Safaikaramchari

VII	Brushing in the Corridor in Moderate area	In continuation	Flat Mop	Safaikaramchari
VIII	Wiping in the corridor area	Twice in a day it starts from 7.30am onwards	Dusters	Safaikaramchari
IX	Mopping with wizard in Corridor	In continuation	Wizard	Safaikaramchari
X	Mopping with Sodium Hypochlorite in Corridor	After every 8 hrs	1% Sodium Hypochlorite	Safaikaramchari

After 7.30pm in the Evening Housekeeping services will be provided on call. If there is request from the attendant, Patient and from Nursing.

6- CAFETARIA				
I	Removal of Garbage to central Garbage Room	Twice in a day 12.30pm and 3.30 pm	Black Garbage bag	Safaikaramchari
II	Brushing	Thrice in a day 8.00am, 12.00pm and 3.30pm and after every meal	Flat Mop and Feather Brush	Safaikaramchari
III	Wiping	Thrice in a day 8.00am, 12.00pm and 4.00pm and after every meal	Duster	Safaikaramchari
IV	Mopping with wizard	After every three hrs and after every meal as and when Required	Wizard	Safaikaramchari
7 - PATHOLOGY LAB				
I	Removal of Garbage from Area to DU from DU to Central Garbage Area	Thrice in a day 9.00am, 12.30pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Wiping/Brushing	Thrice in a day 8.00am and 4.00pm and as and when Required	Duster	Safaikaramchari
III	Mopping with wizard	After every three hrs as and when required	Wizard	Safaikaramchari
IV	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
8 - DIAGNOSTIC AREA				
I	Removal of Garbage from Area to DU from DU to Central Garbage room	Twice in a day from Central Garbage Area 12.30 pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Wiping	Twice in a day 8.00am and 3.00pm as and when required	Duster	Safaikaramchari
III	Brushing	Twice in a day 8.00am and 3.00pm as and when required	Feather Brush	Safaikaramchari
IV	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari



**Tender No. : AIIMS/R/HS/ Mechanized & Automated Cleaning/17/Ser/2**

V	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
<b>9 - PUBLIC AREA WASHROOM</b>				
I	Cleaning with Wizard	Cleaning will be done after half an hr and boy will be stationed there	Wizard	Safaikaramchari
II	Washroom Cleaning with Sodium Hypochlorite	Cleaning will be done after every 8 hrs as and when required.	1% Sodium Hypochlorite	Safaikaramchari
<b>10 - CORRIDOR</b>				
I	Mopping with dry mop	In continuation	Flat Mop	Safaikaramchari
II	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
III	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
<b>11- LOBBY</b>				
I	Wiping	In continuation	Duster	Safaikaramchari
II	Brushing with Dry Mop	In continuation	Flat Mop	Safaikaramchari
III	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
IV	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
<b>12 - OPD AREA</b>				
I	Removal of Garbage from area to Central Garbage Area	Twice in a day 12.30 pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	In continuation	Feather Brush	Safaikaramchari
III	Wiping	Twice in a day 7.30am and 3.00pm as and when required	Duster	Safaikaramchari
IV	Mopping with wizard	Twice in a day 7.30am and 3.00pm as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
<b>13 - PHARMACY</b>				
I	Removal of Garbage from area to Central Garbage Area	Thrice in a day 9.00am, 12.30pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	Twice in a day 9.00am and 3.00pm as and when required	Feather Brush	Safaikaramchari
III	Wiping	Twice in a day 9.00am and 3.00pm as and when required	Duster	Safaikaramchari
IV	Mopping with Wizard	After every 3 Hrs as and When required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypo Chlorite	After every 8 Hrs as and When required	Sodium Hypochlorite	Safaikaramchari

14 - PROCEDURE / TREATMENT ROOM				
I	Removal Garbage From Area to Central Garbage Area	Thrice in a day Starts from 9.00am, 12.30pm and 3.00pm as and when Required	As per the BMW Guidelines	Safaikaramchari
II	Brushing	Twice in a day Starts from 9.00am, 12.30pm & 3.00pm As and when required	Feather Brush	Safaikaramchari
III	Wiping	Twice in a day 8.00am and 3.00pm As and when required	Dusters	Safaikaramchari
IV	Mopping with Wizard	After every 3 Hrs As and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypo Chlorite	After every 6 Hrs As and when required	1% Sodium Hypochlorite	Safaikaramchari

## MINIMAL RISK AREA

15-ADMINISTRATION RECORD ROOM/STORAGE ROOM/ENGINEERING OFFICE				
I	Brushing	Once in a day it starts from 7.30am as and When required	Feather Brush	Safaikaramchari
II	Mopping with Wizard	Once in a day it starts from 7.30am as and when required	Wizard	Safaikaramchari
III	Wiping	Once in a Day At 8.00 AM	Duster	Safaikaramchari
16-OUTSIDE AREA				
I	Outside area Brushing	Cleaning starts from 7.30am onwards. A boy will already be stationed there.	Hard Broom	Safaikaramchari

Dilution of Wizard in all areas = 40ml 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
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 & dry.

Buckets – Detergent wash & dry

(If contaminated 1% sodium hypochlorite overnight rinse & dry)

Subject: Cleaning of the water closet

Materials required:

1. R-6/Harpic
2. Vim powder (To be used as per the supervisor instructions)
3. Pine gold/Disinfectant
4. Dettol
5. Nylon scrubber
6. WC brush
7. Discard towels

Check For:

- (a) Continuous flow of water,
- (b) Flush timer,
- (c) Missing or broken shoes/buffers,
- (d) Stained/scratched/broken/cracked/WC or WC seat,
- (e) Leakages under WC.

Process:

1. Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes.
2. Scrub the seat and the seat cover with cleaning agent.
3. Wash it with water.
4. Using the WC scrub brush, thoroughly clean the WC and flush.
5. With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
6. Push out the water from the bowl and put pine gold in it.
7. Wipe the WC with clean discard.
8. Wipe the WC with dettol.
9. In case of any stubborn stains, report to the supervisors.
10. Do not use any hard abrasive on the WC.
11. Check under the grooves and rim of WC for sparkling cleanliness.

Annexure C-2

Subject: Cleaning of the Washbasin.

Materials required:

1. Cleaning agent-R-1
2. Nylon scrubber
3. Discard towel
4. Toothbrush

Procedure:

1. Check the washbasin for cracks, loose fitting.
2. With the scrubber and cleaning agent scrub the washbasin and counter taking care to scrub the rim and the drain corners properly with a toothbrush. Remove all the trays and other item from the counter before starting.
3. Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail.
4. With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it.
5. Rinse the cleaning agent properly from the basin and dry it with a dry discard.
6. With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it.
7. Lastly, pour some pine gold into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized.

Standards to be maintained

1. Washbasin should be sparkling clean.
2. Fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks.
3. Polish the fitting with chrome polish.
4. The bottle trap should be free of dust and cobwebs.
5. No hard abrasive to be used to prevent scratching.
6. In case of any stubborn stains, report to supervisor immediately.

ANNEXURE C-3

Subject: Cleaning of Marble surfaces/Granite/Tiles.

Materials required:

1. Mild cleaning agent.(Bath/Spiral Solution)
2. Scrubber
3. Clean discard

Procedure:

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

ANNEXURE C-4

Subject: Cleaning of Chrome fittings

Materials required

1. Cleaning agent-R-1 D-7
2. Discard
3. Toothbrush
4. Sponge
5. Chrome polish

Procedure

1. Clean the surface with a cleaning agent and a sponge.
2. Rinse thoroughly
3. Wipe dry with a towel discard.
4. Apply chrome and shine.

Standards to be maintained

1. Check for any loose screws, corroded or tarnished fittings, leakage, bends and dents, rust, salt deposition, detached chains.
  2. All fixtures should be free of dust and depositions.
  3. They should be chromed as and when needed, it tarnished.
  4. If polish is not available use Vim to shine.
- 

ANNEXURE C-5

Subject: Cleaning of Looking mirrors.

Material required:

1. Glass cleaner
2. Feather duster
3. Flannel cloth
4. R-3

Procedure

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

Subject: Cleaning a glass window.

Materials required:

1. Glass cloth
2. Glass cleaner
3. Damp cloth should be lint free
4. 2" paint brush
5. Dust pan
6. Feather duster

Procedure

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

Annexure C-7

Subject: Cleaning of Telephones.

Material required:

1. Dettol
2. Cleaning agent
3. Discards
4. Toothbrush

Procedure

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

## A. Personal Hygiene &amp; Etiquette and Manners

Personal Hygiene

1. Staff must have bath daily.
2. Staffs to have regular haircuts and keep it clean. It should not appear greasy, oily or unclean.
3. Men must shave daily. Those sporting moustaches must keep them clean & trimmed. Moustaches must not be below upper lip.
4. Teeth must be brushed immediately before coming on duty. Do not eat onion or garlic or smoke before the beginning of the shifts. Please use a mouth wash.
5. Nails should be kept short & clean.
6. Hands must be free of stains and skins break. Cut & burns must be covered with the correct dressings and do not be left exposed. Wash hands with soaps after using toilet or after eating or handling refuse.
7. Uniforms should be clean, laundered & ironed. Change uniforms regularly. Change personal cloths every day. Uniforms should not be worn outside the working premises and when not on duty.
8. Shoes must be kept clean and free of stains. Shoes must be aired daily. Use socks that absorb moisture and change them every day. Telcum powder must be used in between toes to keep it from the smelling.
9. Adequate sleep and rest, maintaining healthy diet, with regular exercises will contribute in enhancing our Alertness, our attentiveness and our overall personalities.
- (a) Etiquette and Manners Talking to patients / Attendants
  1. While talking to patient / attendant always smile.
  2. Maintain interest & helpful expressions.
  3. Always look into the eyes of the person, maintaining eye contacts.
  4. Keep a distance of 2" while addressing them.
  5. Speak softly & clearly in your natural tone without using unnecessary hand movements & facial expressions.
  6. Maintain a very professional relationship with them & avoid getting personal.
  7. Never speak poorly of any colleague or of the organization with them.
  8. Do not bite nails or run hands through the hairs.
  9. Do not touch the nose or eyes or ears or the face. Chewing gums or other eatables must not be in the mouth.
  10. Cover your mouth with a handkerchief while coughing or sneezing.
- (b) While standing in public areas
  1. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
  2. Hands should be kept on the side or behind. Hands must not be in the pockets or on the hips or folded across the chest.
  3. Do not lean against a counter or against a wall or any other thing.
  4. Maintain poise at all times.
  5. Never move around in groups cause you are view in the Patient / attendant
- (c) While Walking
  1. Walk at even pace without making any sound of the footsteps or running.
  2. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
  3. Always walk on the left hand side.
  4. Walk erect, maintaining poise at all the time.
- (d) While talking to colleague
  1. Speak softly & politely in patient floor / critical areas.
  2. Do not use slangs or abusive language.
  3. Be aware of telecoms while in floor / public areas.
  4. Do not shout in to the phone.
  5. Never keep the patient / attendant waiting to use a telephone.
  6. Avoid personal calls at work.

## LIST OF CHEMICALS REQUIRED FOR HOUSE KEEPING WORK

A) M/S JOHNSON AND DIVERSEY or equivalent

S.No.	Chemicals	Items to be cleaned
1.	R1	Bathroom Items
2.	R2	Rooms, Offices, Items, laminated furniture, PC, marbles, granite floors
3.	R3	Glass surfaces
4.	R4 Shine UP	Wood polish furniture
5.	R5	Room air freshener (Spray)
6.	R6	WC Urinals
7.	R9	Bathroom cleaner (hard water)
8.	R20+	Floor stripers
9.	Complete	Kota, Vynil, Mosaic tiles- polish
10.	Nobile	Marble Floors-polishing
11.	Spiral	Kota and hard floor
12.	Snapback	Kota Vinyl, Mosaic tiles
13.	Lever Star	Hand disinfectant before/after going into critical areas
14.	Emerel	Restorative product for fixtures
15.	Lineo	Wooden polish
		AND/OR

B) M/S ECO LAB-HENKEL or equivalent

S. No.	The following chemicals should be of Oasis Compac Range and these chemicals are to be dispensed through a sleek Oasis compact dispenser.	
1.	<ul style="list-style-type: none"> <li>• OC Bath room Cleaner</li> <li>• OC Glass Cleaner</li> <li>• OC Air Fresh</li> <li>• OC Neutral Cleaner</li> <li>• OC Counter Act</li> </ul>	Bath Room fittings & fixtures Glasses Air-Freshener
2.	SIGLA	Floor mopping & scrubbing on daily basis.
3.	NETTOKLAR	Marble crystallization on as and when required basis.
4.	BENDUEOL	Stripping of floor
5.	POLLI	Regular buffing of Granite
6.	HELIOS	Stainless steel/chrome shining
7.	OPTI	Wooden furniture polish

Note: Disinfectant to be use (High Risk Area)

BACILOCID EXTRA

SODIUM HYPOCHLORIDE

And for hand wash use FEM (general washroom use) DETTOL (doctors use)

1. The consumption of various chemicals shall be regulated as per the manufactures specifications.
2. The chemicals regarding toiletries etc. not mentioned above shall be from M/s Johnson and Diversey and for M/s ECO Lab-Henkel as approved by the AIIMS, Raipur.

LIST OF AREAS

S.N.	Name of Building (s) & Areas	Floor area (ex. Common area & toilet) in Sqm.	Floor area of Common area in Sqm.	Number of Toilets (WCs)
1	Trauma Centre	4709	2310	43
2	Ayush & PMR	3234	4442	61
3	Main Receiving Station-1	1348		1
4	Incinerator	103		
5	Biomedical Waste Plant	354	90	4
6	Workshop	751	140	10
7	AC Plant Room	799		2
8	Cooling Tower	260		
9	Electric Sub Station-2	223		
10	Car & Ambulance Garage	229		
11	Bus Garage	140		
12	Office & Maintenance	66		1
13	Laundry	711	19.5	1
14	Boiler	52		
15	Medical Gas Plant	248		
16	Hospital Block A-A1 including connecting to next block	21168	3900	158
17	Hospital Block B-B1 including connecting to next block	23171	3861	163
18	Hospital Block C-C1 including connecting to next block	21656	3610	141
19	Hospital Block D-D1	20590	3431	139
20	Building- Sub-Station 6	127	36	1
21	Area of Road, Area of Footpath + Parking and Area of Park	66347		



Price Bid

Price bid in the form of BOQ\_XXXX.xls