



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छत्तीसगढ़)
All India Institute of Medical Sciences, Raipur (Chhattisgarh)

खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग) के लिये बोलीदाताओं / फर्म / एजेंसी इत्यादिसे प्रस्ताव नहीं बल्कि प्रस्ताव प्राप्त करने का आमंत्रण है, संविदात्मक दायित्व तब तक नहीं होगा जब तक कि औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/ फर्म/ एजेंसी इत्यादि के साथ एम्स रायपुर के विधिवत अधिकृत अधिकारियों के द्वारा निष्पादित न किया गया हो।

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”**

At

All India Institute of Medical Sciences, Raipur

CRITICAL DATE SHEET

Published Date	17/04/2025 Time 06.00PM
Bid Document Download / Sale Start Date	19/04/2025 Time 10.00 AM
Clarification Start Date	19/04/2025 Time 11.00AM
Clarification End Date	21/04/2025 Time 02.00PM
Pre bid meeting	22/04/2025 Time 03.30PM
Bid Submission Start Date	23/04/2025 Time 10.00 AM
Bid Submission End Date	07/05/2025 Time 03.00 PM
Bid Opening Date	08/05/2025 Time 03.30 PM



अखिलभारतीयआयुर्विज्ञानसंस्थान, रायपुर, छत्तीसगढ़

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1. The Executive Director, AIIMS Raipur invites online bids from Reputed, Eligible and Qualified Tenderer agencies to enter into Mechanized & Automated Cleaning of Hospital, Hostels, Guest House, New Academic Administrative Block & other Building of AIIMS, Raipur on Contract Basis.
2. Tender document may be downloaded from AIIMS, Raipur web site 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 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.
6. **Manual bid shall not be accepted in any circumstance.**
7. 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.
8. 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>.
9. 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.
10. **The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the PSD will be forfeited. Furthermore on completion of the stipulated time period, Work Order may be cancelled.**
11. **The Technical qualifications and documents required with BO are mentioned in Annexure - X**
12. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
13. All disputes shall be subject to Raipur Jurisdiction only.
14. 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.

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15. 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.
- Only those financial bids will be opened whose technical bids are found suitable by the **tender** committee appointed for the scrutiny of the tender.
 - 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.
16. 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.
17. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.

18. Earnest Money:

- a) Earnest money by means of a Bank Demand Draft/ FDR of **₹ 43,00,000/-** a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FDR should be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The used instrument must reach to the Stores Office (Central), Gate no. 5, Ground Floor, Medical College Building, AIIMS, Raipur before opening of tender.
- b) Relaxation to MSEs - MSEs Units are exempted from payment of Earnest Money Deposit. Registered MSEs should submit a valid copy of their registration certificate issued by the concerned NSIC/Udyog Aadhaar for exemption. If the bidder is MSE, it shall declare in the bid document the Udyog Aadhaar Memorandum Number issued to it under the MSMED Act, 2006. If the MSEs bidder do not furnish the UAM Number along with bid documents, such MSEs Unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.
- c) No request for transfer of any previous 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.
- d) The earnest money will be returned to the tenderer whose tenders are not accepted except that of L-1 bidder.
- e) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
- f) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the Tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
- g) The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/Performance Security Deposit.(PSD)

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19. The Director, AIIMS, Raipur reserves the right to accept or reject any or all the tender without assigning any reason thereof.
20. In case the supplier requires any elucidating regarding the tender documents, they are requested to contact to the stores Officer (Central), AIIMS Raipur through e-mail store@aiimsraipur.edu.in on or before 22.04.2025 at 3.00 PM.

Stores Officer (Central),

For and on behalf of **the Director, AIIMS Raipur.**

General Conditions:

- i. The work in general shall be carried out in accordance with the AIIMS RAIPUR specifications and as per directions of Officer- in-charge nominated by AIIMS Raipur.
- ii. The work shall be carried out in the manner complying in all respects with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the In-charge & nothing extra shall be paid on this account.
- iii. 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 applicable fees & charges.
- iv. The contractor shall give due notice to municipality, police and/or other authorities which may be required under the law/rules under force & obtain all requisites licenses for temporary obstructions/enclosures and pay all charges which may be livable on account of his execution of the work under the agreement. Nothing extra shall be paid on this account.
- v. No assistance of any kind including foreign exchange shall be made available by the department for the purchase of equipment's, 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.
- vi. 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.
- vii. 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 Office. 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 Office in-charge.
- viii. 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.
- ix. Speed & Quality of work is very important at AIIMS RAIPUR, Medical College, Nursing College, New Academic Block, and New Administrative Block & Guest House. It will be periodically inspected by authority of AIIMS Raipur.
- x. 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 AIIMS Raipur.
- xi. All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document. Annexure-`E`.
- xii. Department shall not be responsible for any loss of material used by the contractor at site.

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- xiii. 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 College.

Special conditions:

- i. The tenderer shall study carefully, the materials, chemicals, machines, equipment's, quantities, the frequencies of different operations and conditions of specifications the tender documents to fully appreciate the scope of work before quoting his rates.
- ii. The Contractor should provide satisfactory evidence acceptable to the AIIMS RAIPUR to show that:
 - a. He is a reputed firm / contractor who regularly undertakes 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.
- iii. 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 **Officer-in-Charge**, for which nothing extra shall be paid.
- iv. The tenderer whose tender is accepted shall follow housekeeping scope of work as mentioned in the tender, so as to help AIIMS RAIPUR, to monitor and check that the housekeeping work is being done according to the contract.
- v. The contractor shall work in close coordination with officials working in various rooms/halls, including staff Hospital etc. and modify working area if required as per user's convenience. No claim whatsoever on this account shall be entreated.
- vi. AIIMS RAIPUR, 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.
- i. The information & site data mentioned in the tender documents are being furnished for general information & guidance only. Bidder is expected to survey the site physically and assess the site area and condition. The contractor shall verify such data to his entire satisfaction before quoting the rates.
- ii. 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 by AIIMS RAIPUR.
- iii. Tendered rates shall be for complete work covering all operations as per like materials, labour, carriage, machinery & equipment's, royalties fees, GST, rent, labour cess, custom duty, etc., wages, tools and plants transportation risks, overheads, general and special liabilities/obligations and profits etc. Contractor shall pay necessary taxes like GST etc. to concern authorities. Materials and chemicals required shall have to be brought by the

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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 medical, nursing college and guest house block free of cost.

- iv. 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.
- v. The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Office In- charge. In case of default Office-in-Charge may get the improvement done at the cost of agency without any notice.
- vi. 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.
- vii. 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.
- viii. The tenderer should deploy sufficient number of staff required for completion of the required scope of work. The staff in uniforms as approved by Office in- charge 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.
- ix. 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). The tenderer should deploy sufficient number of machines as per requirement, for the scope of work mentioned in the tender document.
- x. The chemicals should be Eco-friendly, Bio-degradable of international quality as mentioned in Annexure of the tender document.
- xi. 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.
- xii. The agency shall have to maintain the various registers for deployment of labourer/workers, working hours, payment of wages, etc. which has to be duly signed by the contractor and his supervisor and produce before the Inspecting Authority of the AIIMS Raipur for official purpose on demand.
- xiii. For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipment's, computers etc. persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section for getting the item replaced or repaired. Failing which the responsibility will lie with the outsourcing agency.

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- xiv. If any complaint towards non-payment of wages, other liabilities & statutory obligations is received by Administration, AIIMS Raipur, the due amount will be paid by AIIMS Raipur & same will be deducted from monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. Of India.
- xv. 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.

Additional conditions:

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

Bidder will provide good quality materials and chemicals manufactured by reputed company. The consumption of material / chemicals shall be regulated as per manufacturer's specifications.

Bidder will provide good quality Machinery / equipment manufactured by reputed company. Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.

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. The cost of Machine maintenance will be borne by the contractor.

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 students of the college.

In the event of any restriction being imposed by the security agency, AIIMS, RAIPUR, 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.

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

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 Office In- charge or his representative. The cost of badges would be

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borne by the contractor.

- c) In case of the security requirements certain additional restriction can be imposed as per the requirement of the situation.
- d) The contractor shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.

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.

No inflammable materials i/c 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.

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 price bid of quantities.

If for any reason any area is whole or part of the work is not available for work, the agreed execution area 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 work within the stipulated time of completion.

The tender being a composite tender, will be evaluated on the basis of total cost for all the items mentioned in the price bid and H1 will be decided on the basis of QCBS.

Minimum number of House Keeping Staffs to be deployed by Contractor on each day for the service shall be 400. Deployment of manpower will be as per direction of the user department. In case the Contractor fails to provide the services to the satisfaction of the department with the minimum number of manpower mentioned above, he will have to increase the manpower as per direction of the department and nothing extra will be paid on this account.

ELIGIBILITY CRITERIA

1. Eligibility and Experience Criteria

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. 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.

The tenderer should have satisfactorily completed either three similar works each costing not less than Rs. **5,00,00,000/-** in last 5 years Ending 31st March 2024.

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OR

Two **similar works*** in each costing not less than **Rs. 7,00,00,000/-** in last 5 years ending 31st March, 2024.

OR

One similar work each costing not less than **Rs.14,00,00,000/-** in last 5 years ending 31st March, 2024.

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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 700 or more bedded Hospitals under central government/autonomous body/state government, which shall include Mechanized & Automated cleaning of buildings.

- The average annual turnover of the bidder in the last three financial years ending 31.03.2024 should be not less than Rs.14,00,00,000/- (Rs. Fourteen Crore). The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover with UDIN.
- Should possess Machines equipment's to be used in House Keeping work of book value of not less than costing Rs. 60,00,000/- (Rs. Sixty Lakh) and submit the list of owned machine & equipment indicating the value of each item with supporting bill vouchers.
- 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.
- **No Joint Venture/ Consortium are allowed to participate in the Tender Process and submit an undertaking on the letter head.**
- Should produce a Solvency Certificate from a reputed bank for an amount not less than Rs. 5,00,00,000/- (Rs. Five Crore). Note- the Banker should be any of the Scheduled Bank as per RBI Act.
- Should possess latest and valid ISO Certificate 9001:2015 of Mechanized Housekeeping services.
- Should not have been blacklisted by any Central/State/Govt. agency and submit an undertaking on firms letter head in this respect.
- 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.
- Tenderer should submit Certified Scan Copy of License from Labour Commissioner to Employ Contract labour under Contract Labour Act, if applicable.
- 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.
- 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 (REG-06 Format).
- Tenderer should submit a Scan copy of TDS Certificate along with the Completion Certificate for the work done in Private/Non-Govt. Organization.
- 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 Performance Guarantee.

2. TECHNO – COMMERCIAL AND PRICE EVALUATION

- **The Tender** 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.
- 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.
- 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.
- The price bid of only techno – commercially responsive bids / items shall be evaluated by the bid evaluation committee after opening of the bids.
- 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.
- **The tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Financial Evaluation.**
- 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.
- 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

- I. 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: (Next Page).
- II. Tender Committee will evaluate the tender on the basis of submitted documents within the deadline of tender.
- III. The bidders must ensure that all the documents as per required for QCBS is submitted.
- IV. Documents required against the QCBS are mandatory documents after the deadline of tender, any document for the same will not be considered.

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S. No.	Criteria	Range				Documents Required
1	Executing a single housekeeping contract in a Minimum 750 beds in any Central / State Government Hospitals /National Importance hospitals.	750 Beds	751-1000 Beds	1001 to 1250 Beds	> 1250 Beds	Work completion certificate with work order must be attach
		5marks	10marks	15marks	20marks	
2	Number of House Keeping Manpower supplied against a single housekeeping contract in last three year in any Central Government Hospitals /National Importance hospitals.	300 to 500 Manpower	501 to 700 Manpower	701to 900 Manpower	901 and above	Labor License Copy duly supported by work order copy to be attached with technical bid.
		5 marks	10 marks	15marks	20 marks	
3	Average Annual Turn Over of the bidder for preceding three financial Year (2021-22,2022-23, 2023-24).Based on its audited financial statement	50 Cr. - 100 Cr.	101 Cr – 150 Cr.	151 Cr – 200 Cr.	>200 Cr.	CA Certificate (With UDIN No.) / Financial Statement of concerned year. Provisional Turnover Copy will not be considered for the evaluation.
		5marks	10marks	15marks	20marks	
4	Cumulative Value of the any 3 Mechanized Housekeeping work executed in the last three years valid from 01.04.2022 to 31.03.2025 (with minimum duration of each contract being not less than one year) in any Government Department / Government Institution / Public Sector Undertaking/Public Sector /Government Hospital /Government Medical College/ Autonomous Body .	>10 Cr –20 Cr.	>20Cr –30Cr.	>30Cr–40Cr.	Additional 1 marks for per 2 crore subject to maximum 20 marks	Payment Certificate should be attached with technical bid
		5Marks	10marks	15marks		
5	Past Performance Certificate of minimum 750 bedded Central / State Government Hospitals /National Importance hospitals in last seven years.	2 Certificate	3 to 5 Certificates	6 to 8 Certificates	8 Certificate and above	Work Completion Certificate / Experience Certificate should be attached with technical bid
		5Marks	10marks	15marks	20marks	

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

*Minimum score for the technical bid shall **be 60 marks for qualification** which can be reduced to 50 marks if maximum bidder qualified for the tender is less than 03 bidders in numbers.

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.

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

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 x 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% x 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:

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

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 13. If the condition persists same, then the H1 will be decided on the basis firm having maximum of numbers of years of experience of House Keeping Services in Healthcare Sector.

Stores Officer (Central)

For and on behalf of **Director, AIIMS, Raipur.**

Terms & Conditions:

1. Fess and Payments:-

In consideration of agency providing the services, as defined in this agreement, Institute shall pay to the agency at the rates prescribed BoQ which shall be valid throughout the contract period subject to the conditions that the minimum wages rates announced by CLC, Raipur from time to time will be maintained. No claim for escalation in contract value will be entertained.

2. Performance Security Deposit:-

- a) The successful bidder shall have to submit a 5% performance Security Deposit (PSD) of contract value within 15 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 15 days and upto 30 days from the date of issue of LOA may be given at the discretion of competent authority. However a penal interest of 15% per annum shall be charged for the delay beyond 15 days. i.e. from date of issue of LOA. In case of the bidder fails to submit the requisite PG even after 30 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 participating in re-tender (if any) for that item. Performance Guarantee Deposit is mandatory.
- b) Successful supplier/firm should submit Performance Security Deposit in favor of “AIIMS, Raipur” to be received in the of Stores Office (Central), Gate no. 5, Medical College Building Ground Floor, AIIMS Raipur, Tatibandh, Raipur (C.G) Pin-492099 before the date of 21 days from the date of acceptance of the LOA. The Performance Security Deposit shall be furnished in the form of FDR/DD/Bank Guarantee or performance guarantee bond as per proforma given in the tender documents.
- c) The Performance Security should be established in favor of “AIIMS Raipur” through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d) Validity of the performance security shall be for a period of 60 days beyond the expiry of contract.

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 is due from it, AIIMS RAIPUR shall without prejudice to its other rights and remedies hereunder or under the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing mentioned herein shall debar AIIMS RAIPUR 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 exceeds the amount of the Performance Security.

3. Contract Period:-

The duration of the contract shall be ***for a period of One (01) year initially which may be extended for another one year or curtailed at the discretion of the Competent Authority of AIIMS, Raipur. Maximum extension upto 03 years may be given.***

The period of the contract may be extended for mutually agreed period after the successful/satisfactory completion of initial contract & based on the requirement of services at that time or may be curtailed/terminated before the contract period owing to

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deficiency in service or substandard quality of the cleaning service by the selected Company / Firm /Agency or otherwise at the discretion of the AIIMS, Raipur.

However, AIIMS Raipur reserves right to terminate this contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm / Agency. However, the agency will have no option to withdraw from the contract on his own during the initial contract period of one year.

4. **Validity of the bids:** The bids shall be valid for a period of **180 days** from the date of opening of the tender.

In exceptional cases, the tenderers may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/ telex/cable followed by surface mail. The tenderers, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender.

5. **Right of Acceptance:-** AIIMS, Raipur reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Raipur also reserves the right to reject any bid which in its opinion is non- responsive/not-viable or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their tenders rejected outrightly.

6. **Late Tender:** There is **NO PROVISION** of uploading late tender beyond stipulated date & time in the e-tendering system.

7. **Clarification of Offers:** - To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

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.

8. **Rights of the AIIMS RAIPUR:**

- a) The AIIMS RAIPUR reserves the right to increase/ reduce the scope of work mentioned this Tender. In case of item rate contract, AIIMS RAIPUR does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative.
- b) 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 AIIMS RAIPUR shall be final and bindings on all Parties.

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9. Terms of payment:-

Monthly bills for reimbursement may be submitted in triplicate, along with attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only for personnel deployed at AIIMS Raipur. Printout of the banking transaction is to be submitted to the AIIMS along with the monthly wage bill for payment & also submitted satisfactory work completion report in every month by the contractor at the end of every month. Any other related documents, if asked for, will have to be submitted before the competent Authority of AIIMS, Raipur. It may be noted that under the provision of the Indian Income Tax Act and other statutory Tax, AIIMS RAIPUR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

The payment shall be made for actual area/quantity covered for cleaning duly certified by Officer in charge of AIIMS Raipur per month basis as per tender terms and conditions on certification by the users.

The bidder/contractor will ensure the he/she pays minimum wages 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 certificate/self-declaration 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.

Bidder should quote the rates with assuming that the Minimum wages & rates of materials for another 3 years. No any other charges shall be payable.

The awarded bidder must ensure that they should have credit of atleast of 03 months of wages, so that it does not needed to be dependent on reimbursement of fund from AIIMS Raipur.

10. Right to call upon information regarding status of contract:-

The Institute will have the right to call upon information regarding status of contract, statutory/legal compliances at any point of time and the Agency will be obligated to provide the same to the complete satisfaction of the Institute within 48 hours of being called upon to do so.

11. Laws / Acts /Statutory provisions :-

- a) The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Gratuity, ESI etc. relating to personnel deployed by it at the premises of the Institute or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it at **stipulated time period of every month i.e. 7th of every month (In case of holiday or non-working day the wages of the deployed employee will be released to the next day)** without fail and irrespective of any delay for whatever reason in settlement of its bill by the Central Store Department, at AIIMS, Raipur and without deducting any commission except that for PF & ESI, from the wages paid by the AIIMS, Raipur. **The agency is required to pay the monthly wages to its workers through online/net banking only directly to the saving bank accounts of all the workers.** The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to the following and their re-enactments/ amendments/modifications:-

(a) The Minimum Wages Act 1948

(b) The Employees Provident Fund & Misc. Provision Act, 1952

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- (c) The Contract Labour (Regulation & Abolition) Act, 1970
- (d) The Payment of Gratuity Act, 1972
- (e) The Employees State Insurance Act, 1948
- (f) The Child Labour (Prohibition and Regulation) Act, 1986
- (g) The Pradhan Mantri Rojgar Protshan Yojana
- (h) The payment of Bonus Act.

b) The Agency shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The Agency shall keep the Institute fully indemnified against liability of tax, interest, penalty and any other legal liability etc. of the Agency in respect thereof, which may arise. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.

12. 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:

Offence	Penalties (In Rupees)
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 Office In-Charge, 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

- 2% of cost of order/agreement (Annual cost to AIIMS as quoted in tender) per week, up to 2 weeks delays for non-execution of contract after award of work.
- After 2 weeks delay, AIIMS Raipur reserves the right to cancel the contract and withhold the agreement. The defaulting L-1 bidder may be debarred/blacklisted for a period of **3 years (i.e. 2 terms)**. The security deposited by the contractor shall also be forfeited.

- 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.
- 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 and any excess amount payable arising thereof will be the liability of the defaulting Service Provider.
- Equipment uptime should be 100%. The bidder should keep adequate spare equipment in stock to maintain the 100% uptime.
- 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.
- 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.
- 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.
- 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 Officer-In-Charge.

13. Breach of Contract:-

- a) If the agency fails to fulfil any of the terms and conditions of this agreement, including its annexures and schedules, or if the working or service of the Agency is found to be defective/unsatisfactory, the agency will be deemed to be in breach of this contract. In case of breach of contract, the Institute, at its discretion, will have the right to either impose penalty up to 10% of the Total Annual Value of contract for each such violation or to cancel the contract forthwith and arrange to procure similar service from any other source available, at the risk and cost of the Agency. In event of cancellation due to breach of contract, the performance security deposit shall stand forfeited.
- b) The Agency will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.

14. Inspection of Site and Sufficiency of Tender: -The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the work/service. The tenderer shall be deemed to have satisfied itself before tendering as to correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the works/services. Where necessary, before submitting its Commercial Bid the tenderer should inspect and examine the site and its surroundings and shall satisfy itself about form and nature of the site, the quantities and nature of the work/service and materials necessary for the completion of the works/services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

15. Corrupt or Fraudulent Practices:

AIIMS,RAIPUR 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, AIIMS, RAIPUR 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 a execution of a contract to the detriment of AIIMS RAIPUR, 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 AIIMS RAIPUR of the benefits of the free and open competition.

AIIMS RAIPUR 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. AIIMS RAIPUR 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.

16. Manner of Opening of Tender: - The Tender received before the time and date specified in the Tender Notice will be opened as per the specified program in the office as mentioned in the Tender Notice (If Possible). The tenders will be opened in the presence of Tenderers or their authorized representatives who choose to remain present.

17. 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 of the tender has been announced.

18. Preliminary Scrutiny:

AIIMS, RAIPUR 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. The AIIMS RAIPUR 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 RAIPUR's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

A Tender determined as not substantially responsive will be rejected by AIIMS RAIPUR and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. AIIMS RAIPUR 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 AIIMS RAIPUR reserves the right of such waivers.

19. Licenses: - Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of AIIMS, RAIPUR 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 PSD is liable to be forfeited.

20. Subletting of contract:-

The contract is not transferable. The firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of the Institute, which will be at liberty to refuse, if thinks fit.

21. Termination:-

- a) The Institute, may at its discretion, foreclose or curtail the agreed period of this agreement, without assigning any reason thereof, by given one month's notice in writing, to the Agency. The Agency however, shall give, one month notice in writing to the Institute if it wants to exit the contract.
- b) If at any stage, the involvement of the Agency or any person employed by it or any other person who does or is deemed to represent the Agency, is found to have indulged in any uncalled for activity, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the contract is liable to be terminated by the Institute with or without one month's notice, at the discretion of the Director of the Institute, at the risk and cost of the Agency. The Institute, in such an eventuality, will be entitled to make good any losses suffered by it out of the performance security deposit submitted by the Agency. The decision of the Institute regarding indulgence of the Agency or its employees/representatives in such act will be final and binding on the Agency.

22. Force Majeure:

- a) Neither the Agency nor the Institute shall be considered in breach of this Contract to the extent that performance of their respective obligations is prevented by an event of Force Majeure that arises after the effective Date.
- b) The Party (the "Affected Party") prevented from carrying out its obligations hereunder shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the Affected Party.
- c) If and to the extent that the Agency is prevented from executing the Services by the event of Force Majeure, while the Agency is so prevented it shall be relieved of its obligations to provide the services but shall endeavor to continue to perform its obligations under the contract so far as reasonably practicable and in accordance with Good Operating Practices.
- d) The Agency shall not be entitled to payment of the Monthly Charge for the period of

interruption caused by the event of Force Majeure.

- e) Irrespective of any exemption of performance granted under this clause, if an event of Force Majeure occurs and its effect continues for a period of [21] days, either party may give to the other a notice of termination. [If the Institute is paying fee during Force Majeure, then Agency should not have a termination right, as it is being paid.], which shall take effect [7] days after the giving of the notice. If, at the end of the [7]- day period, the effect of the Force Majeure continues, the contract shall terminate.

23. 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 AIIMS RAIPUR 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.

24. Review & Termination:

- a) It may be noted that quality of Housekeeping service and operations as per Annexures are the essence of the Contract. If at any time it is seen that, a result of the poor quality of cleaning work continues for a period of 15 days, the contract may be terminated. AIIMS, Raipur would periodically draw swab samples from the areas allotted to the contractor to check sterility & cleanliness.
- b) AIIMS Raipur has the absolute right to terminate the contract at any time by giving one month notice in writing without assigning any reason whatsoever and Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/ company as a result of such termination of contract.

25. 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`

26. Indemnity :-

- a) The Agency shall indemnify the Institute from, and defend and hold the Institute harmless from and against, any losses suffered, incurred or sustained by the Agency or to which the Agency becomes subject, resulting from or arising out of any third party claim:
- i. due to negligence in performance of the Services provided by the Agency;
 - ii. relating to the failure by the Agency to obtain, maintain or comply with the Statutory provisions, Consents, and Governmental Approvals;
 - iii. relating to personal injury (including death) or property loss or damage to the extent caused by the Agency or due to its employees' acts or omissions;

- b) The Agency shall also be responsible for obtaining workman's compensation insurance of its personnel. In case of death, disability or any injury caused to them due to any accident in the premises of the Institute, during working hour or otherwise, the Institute shall not be liable to pay any compensation to the person or his/her dependents in this regard. In case any financial liability devolves upon the Institute under any present or future act, law or court order the same shall be recoverable from the Agency.
- c) There may be certain cases where negligence on the part of the Agency or the Institute for accident in the premises of the Institute causing death, disability or injury to its personnel cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by the Institute which will be final and binding upon the agency.
- d) All the workers providing the services under this Agreement shall be employees of the Agency and the Institute shall not have an employer-employee relationship with the employees of the Agency. The Agency undertakes to keep the Institute indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the Agency and the Institute is purely contractual and the Institute is not responsible/liable for the employees and for staff of the Agency.
- e) The Agency shall undertake that any act of omission or commission including theft, by its staff shall be its sole responsibility and further that it would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
- f) The Institute shall not be a party in case any dispute takes place between the Agency and his employees.

27. Representation and warranties :- The agency represents and warrants that

- a) It has all requisite competence and expertise to execute, deliver and perform its obligations under this Agreement;
- b) The execution, delivery and performance of this Agreement by the Agency (a) has been duly authorized by all its owners/partners (if any), and (ii) will not conflict with, result in a breach of or constitute a default under any other agreement to which the Agency is a party or by which the Agency is bound;
- c) The agency is duly licensed, authorized or qualified to do such business and are in good standing in every jurisdiction in which a license, authorization or qualification is required for the transaction of business of the character transacted by them, except where the failure to be so licensed, authorized, or qualified would not have a material adverse effect on its ability to fulfill any of the its obligations under this Agreement;
- d) The agency is in compliance with all Laws applicable to it for delivery of the proposed services and it has obtained all applicable permits and licenses required of it in connection with its obligations under this Agreement;
- e) The performance of Services shall be in accordance with the Service Levels and meet the highest professional standards.

28. Manpower Regulations:

- a) The conduct/characters/antecedents and proper behavior of the workers in the Institute shall be the sole responsibility of the Agency. However, the Agency should provide the necessary details of all its employees (permanent, temporary, casual) to the Institute.
- b) The Agency shall only employ in its service such persons whose antecedents have been verified by the police and who have also been medically examined at the Agency's own cost and to the satisfaction of the Institute. The Agency shall be required to give an undertaking to the Institute to this effect. **Employment of minors is strictly prohibited.**
- c) The Agency shall register all its employees who will be working in the Institute's premises indicating name, age, home address, qualifications, etc, and would intimate at administration section and Security Officer, as and when any change takes place.
- d) The Agency shall ensure that the person deployed are disciplined and well behaved in office premises, and do not indulge in consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- e) Notwithstanding anything contained in the above clauses if any employee/staff member of the Agency in the opinion of AIIMS Raipur, is not rendering proper service or is otherwise guilty of any misdemeanor or is found otherwise undesirable, the Agency shall forthwith remove that person from AIIMS Raipur Campus, with immediate effect and replace him with a suitable person.

29. Legal Jurisdiction:-

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

30. Amendment to the Contract:-

- a) The Institute reserves the right to amend the scope and value of the contract.
- b) For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the Agency of the grounds for the same.

31. Interpretation: -

Any dispute regarding the interpretation of this Agreement shall be submitted to the Director, AIIMS Raipur for consideration. The decision on such dispute by the Director, AIIMS, Raipur shall be final and binding on both parties.

32. Arbitration:

If any difference arises concerning this agreement, its interpretation or payment to be made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the Director, AIIMS Raipur to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by the Director, AIIMS Raipur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

33. Option Clause/ Tolerance Clause:

- a) At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 50%, the services mentioned in the schedule (s) in the (rounded off to-next whole number) without any change in the unit price and other terms & conditions quoted by the bidder.
- b) If the quantity has not been increased at the time of the awarding the contract, the purchaser reserves the right to increase by 50%, the services mentioned in the contract (rounded off to next whole number) without any change in the unit price and other terms & conditions mentioned in the contract, during the currency of the contract.

34. Contractors responsibilities:

- a) Material cost & outgoing: All expenses incidental to performance of duties under the contract, including but not limited to the cost of all accommodation, material for housekeeping, labour wages, setting up of infrastructure, recruitment of staff, maintenance of equipment, and any other expenditure incidental to the contract including fuels, shall be borne by the Contractor.
- b) 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 quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.
- c) The Operator shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.
- d) The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act. Minimum Wages and (Contract Labour (Regulation & Abolition Act. 1970). EPF etc. with regard to the personnel engaged by him for sanitation works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour Department.
- e) The Contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount contribution should be deposited with the respective PF authorities within seven day of close of every month. Particulars of the employees engaged for the sanitation works, is required to be submitted to the Department. In any eventuality, if the contractor fails to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the department is entitled to recover the equal amount from any money due or accrued to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.

Stores Officer (Hospital)

For and on behalf of **Director, AIIMS, Raipur.**

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	Obeying 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.
- Minimum payment will be made upto 95%.
- Suppose in a given month, total average score of all units derived as 95% then, the payment to successful bidder will be 95% 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

2019-20	2020-21	2021-22	2022-23	2023-24

- (i) Gross Annual turnover on Mechanized & 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 (Solvency Certificate)

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 28.02.2025.**

S. No.	Name of work/ Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of common cement 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

Note:

- a. User List (List of Govt./Semi Govt./Reputed Pvt. Hospital/Organization) where the work has been done.
- b. Copies of works orders attached (without hidden price).
- c. 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
 - a) Quality of work Very Good/Good/Fair/Poor
 - b) Financial soundness Very Good/Good/Fair/Poor
 - c) Technical Proficiency Very Good/Good/Fair/Poor
 - d) Resourcefulness Very Good/Good/Fair/Poor
 - e) General Behaviour Very Good/Good/Fair/Poor

Dated:

Signature of Bidder(s)

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.

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 thiswork	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: -

1. Nos. of Machine which is shown in column no. 3 is totally tentative which will be increase/decrease as per the requirement of AIIMS Raipur at any stage of contract Period.
2. If any other equipment will required in future for execution of work which shall be provided by the contractor.
3. The machine provided should have atleast 03 years of life cycle.
4. In case of less than 03 years of lifecycle, new machines to be provided.
5. The machine should be covered under warranty till the contract period.

Signature of Bidder (s)

Declaration by the Bidder:

(On ₹ 100 Stamp Paper)

1. I am authorized signatory of the agency/firm and am competent to sign this declaration and execute this tender document.
2. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law
3. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
4. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.
5. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned/suspended/blacklisted business dealings. I/We further undertake to report to the Stores-in-Charge Procurement Cell, AIIMS, Raipur immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
6. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address:

Important Points to be noted by the Tenderer:-

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. 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:
 - 1st Shift : 6.30 am to 2.30 pm.
 - 2nd Shift : 2.30 pm to 10.30 pm.
 - 3rd Shift : 10.30 pm to 6.30 am. General Shift : 9.30 am to 5.30 pm.

TECHNICAL QUALIFICATIONS AND DOCUMENTS TO BE ATTACHED WITH THE TECHNICAL BID

The following documents are required to be uploaded by the Bidder along with Technical Bid as per the tender document:-

1. Scanned Copy of EMD documents must be uploaded.
2. Name & Address of the Tenderer Organization/ Agency with phone number, email and name and telephone/mobile number of contact person (On Letter Head).
3. State clearly whether it is Sole proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization (On Letter Head).
4. Power of Attorney Authorization for signing the Bid documents in case of Partnership firm or a company or a Government Department or a Public Sector Organization & different person other than proprietor.
5. From A should submit with relevant documents.
6. From B should submit with relevant documents.
7. From C should submit with relevant documents.
8. From D should submit with relevant documents.
9. From E should submit with relevant documents.
10. From F should submit with relevant documents.
11. From G should submit with relevant documents.
12. From H should submit with relevant documents.
13. Details about the agency, clearly indicating details of managerial, supervisory and other staff. Also state the number of muster roll staff available for performing the proposed work.
14. **Should be registered with relevant labour licensing authority. A copy of valid Labour license should be enclosed.**
15. **Bidder should have a valid License CLC/RLC of Chhattisgarh.** if yes please provide the copy of License. If not, than undertaking (on letter head) for providing the same within 30 days from the award of work.
16. Undertaking in letter head of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment in AIIMS Raipur.
17. Copy of Employee's Provident Fund (EPF) registration should be submitted.
18. Copy of Employee's State Insurance (ESIC) registration should be submitted.
19. Copy of GST Registration certificate should be submitted.
20. Copy of PAN card should be submitted.
21. Copies of returns of Income Tax for last three financial years (2021-2022, 2022-2023, 2023- 2024) should be enclosed.
22. Annual Turnover of bidder in each of the last three year must not be less than **₹14.00 Cr.**
23. Annual Accounts (Balance sheet & P/L Accountant) of the agency, duly certified by Chartered Accountant for last three financial years. (2021-2022, 2022-2023, 2023- 2024) should be attached with bid.
24. "Declaration by the Bidder" (On ₹ 100 Stamp paper) as mentioned in tender document should be uploaded.
25. Duly filled Form – I to Form – VIII with supporting documents.

26. Valid ISO 9001:2015 certificates of cleaning services.
27. The bidder should have their registered office / branch in Raipur. If not, than undertaking (on letter head) for setting up same within 30 days from the award of work.
28. The tenderer should submit an undertaking on their letter head that “in case of any complaints towards non-payment of wages, other liabilities & statutory obligations, AIIMS Raipur may make payment directly to employees & same will be deducted from the monthly bills/Performance Security & also lead to strict administrative action against the contractor as per extent Rule of Govt. of India.

PRICE BID

Price Bid in the form of BOQ_XXXX.xls.

Schedule "A"

Scope of Work

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.

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

Activity Dusting	Chemicals used
All Area	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 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, and 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.

Annexure-A-3

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 ANATOMICAL</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.	& PATHO-LOGICAL waste, Cotton Gauze, Linen, Contaminated with blood or other body Fluide: Cytosix drugs

Description:

1. Three different bins (Red, Yellow, Blue, Black) lined with color-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.

STANDARD OPERATING PROCEDURE OF CORRIDOR CLEANING.

Annexure A-4

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

S.No.	Description
1	Step ladder
2	Rags
3	Dust Mop
4	Bucket with wringer
5	Wet Mop
6	Disinfectant detergent
7	Hand vacuum
8	D-7/Steel polish
9	Small brush
10	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.

Annexure A-6

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.

Annexure A-7

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/ Central Doom Area.

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/ Wheel Chairs/ Strachers/Patient Transport Trolley.
 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.

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 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

Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).

Glass cleaner concentrate (Normal area 20-50 ml. In 1 Litter of water). R-4

Furniture Maintainer (Ready to use product).

Room Freshener (Ready to use product).

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.

Annexure A-12

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. Scrapper,
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	Safai karamchari
II	Feather Brushing	After every case	Feather Brush	Safai karamchari
III	1 st Mopping	Before start 1 st patient & after every case	Wizard	Safai karamchari
IV	2 nd Mopping	Before start of 1st patient & after every case	1% Sodium Hypo chlorite	Safai karamchari
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 n 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

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 st from 7.30am and 2 nd from 4.00pm as and when required	Dusters	Safaikaramchari
IV	Mopping with wizard	Twice in a day 1 st from 7.30am and 2 nd from 4.00pm as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	Twice in a day 1 st from 11.00am and 2 nd from 6.00pm as and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washing cleaning	Three times in a day 1 st start from 7.30am 2 nd from 11.00am 3 rd from 4.00pm as and when r4e6quired	Wizard and 1% Sodium Hypochlorite	Safai karamchari

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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 Hypo chlorite 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 - 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
7 - 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

V	Mopping with Sodium Hypochlorite		After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaram chari
8 - PUBLIC AREA WASHROOM					
I	Cleaning with Wizard		Cleaning will be done after half an hr and boy will be stationed there	Wizard	Safaikaram chari
II	Washroom Cleaning with Sodium Hypochlorite		Cleaning will be done after every 8 hrs as and when required.	1% Sodium Hypochlorite	Safaikaram chari
9 - CORRIDOR					
I	Mopping with dry mop		In continuation	Flat Mop	Safaikaram chari
II	Mopping with wizard		After every 3 hrs as and when required	Wizard	Safaikaram chari
III	Mopping with Sodium Hypochlorite		After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaram chari
10- LOBBY					
I	Wiping		In continuation	Duster	Safaikaram chari
II	Brushing with Dry Mop		In continuation	Flat Mop	Safaikaram chari
III	Mopping with wizard		After every 3 hrs as and when required	Wizard	Safaikaram chari
IV	Mopping with Sodium Hypochlorite		After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaram chari
11 - OPD AREA					
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	Safaikaram chari
II	Brushing		In continuation	Feather Brush	Safaikaram chari
III	Wiping		Twice in a day 7.30am and 3.00pm as and when required	Duster	Safaikaram chari
IV	Mopping with wizard		Twice in a day 7.30am and 3.00pm as and when required	Wizard	Safaikaram chari

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V	Mopping with Sodium Hypochlorite		After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaram chari
12 - PHARMACY					
I	Removal of Garbage from area to Central Garbage Area		Thrice in a day 9.00am,12.30p m and 3.30pm as and when required	As per the BMW guidelines	Safaikaram chari
II	Brushing		Twice in a day 9.00am and 3.00pm as and when required	Feather Brush	Safaikaram chari
III	Wiping		Twice in a day 9.00am and 3.00pm as and when required	Duster	Safaikaram chari
IV	Mopping with Wizard		After every 3 Hrs as and When required	Wizard	Safaikaram chari
V	Mopping with Sodium Hypo Chlorite		After every 8 Hrs as and When required	Sodium Hypochlorite	Safaikaram chari

13 - 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

14-ADMINISTRATION BLOCK/STORAGE ROOM/ENGINEERING OFFICE/OTHER OFFICES/Ms Office/Auditorium/ Hostel/Common Area/Garden/ Sub-Station				
I	Brushing	Once in a day it starts from 8.30am as and When required	Feather Brush	Safaikaramchari
II	Mopping with Wizard	Once in a day it starts from 8.30am as and when required	Wizard	Safaikaramchari
III	Wiping	Once in a Day At 8.45 AM	Duster	Safaikaramchari
16-OUTSIDE AREA				
I	Outside area Brushing	Cleaning starts from 8.30am onwards. A boy will already be stationed there.	Hard Broom	Safaikaramchari

16. Terrace Cleaning:-

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

17. Glass Windows, Doors & Aluminum Partitions:-

Thorough cleaning of all toilets with phenol, removing all dust and unwanted material, keeping dry, cleaning of window grills/glass once in a day. Naphthalene balls should be put in wash basins and toilets. Lifting, carrying and disposing the dead birds animals, rats, insects etc, if found in and around the hostel/other buildings. Cleaning and sweeping of open area including balconies and roof tops with brooms.

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

ANNEXURE C-1

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 gole into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized.

Standards to be maintained

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.

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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. agent.(Bath/Spiral Solution) Mild cleaning
 2. Scrubber Clean discard
 3. 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, and 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.
-

ANNEXURE C-6

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.

Annexure D

Personal Hygiene & 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.
8. Change personal cloths every day. Uniforms should not be worn outside the working premises and when not on duty.
9. Shoes must be kept clean and free of stains. Shoes must be aired daily. Use socks that absorb moisture and change them every day.
10. Telcum powder must be used in between toes to keep it from the smelling.
11. Adequate sleep and rest, maintaining healthy diet, with regular exercises will contribute in enhancing our Alertness, our attentiveness and our overall personalities.

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 and wearing a mask.
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
11. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
12. 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.
13. Do not lean against a counter or against a wall or any other thing.
14. Maintain poise at all times.
15. Never move around in groups cause you are view in the Patient / attendant
16. Walk at even pace without making any sound of the footsteps or running.

17. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
18. Always walk on the left hand side.
19. Walk erect, maintaining poise at all the time.
20. Speak softly & politely in patient floor / critical areas.
21. Do not use slangs or abusive language.
22. Be aware of telecoms while in floor / public areas.
23. Do not shout in to the phone.
24. Never keep the patient / attendant waiting to use a telephone.
25. Avoid personal calls at work.

Annexure E

The following machines are required to be provided by the bidder in working condition for smooth operations in the Institute. Regular maintenance and upkeep of these machines will be the sole responsibility of the bidder.

The bidder should also provide warranty card of these machines or AMC/CMC agreement after expiry of warranty period.

S.No.	Machine Name	Tentative QTY.
1.	Auto scrubber Rider	10
2.	High jet pressure (3 H.P.)	10
3.	Wet and dry vacuum cleaner	10
4.	Single Disc	10
5.	Ride on sweeper	03
6.	Ride on scrubber	07
7.	Safety belt for cleaning out building glass (100M)	02 Set
8.	Hand wash Fem	-

In addition to above the bidder has to provide any other cleaning equipments e.g. glass cleaning kit, polls, caddy buckets, stoppers, stairs, any machine required for cleaning of the Institute as per requirement from time to time without any additional expenditure. An indicative list is given below to understand the requirement:

- Mops
- Brooms
- Microfiber cloths
- Sponges
- Spray bottles
- Stain remover
- Brushes
- Cleaning Cloths
- Dusters
- Buckets
- Mop and buckets
- Hand Wash Fem/ Dettol/ Santoor or equivalent.

The bidder also required to provide Public Protective Gears to their employer such as latex, Rubber or Nitride Gloves, Dust Masks, Shoes Cover, Rubber Shoes etc.

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 strippers
9.	Complete	Kota, Vinyl, 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.	OC Bath room Cleaner	Bath Room fittings & fixtures
	<input checked="" type="checkbox"/> OC Glass Cleaner	Glasses
	<input checked="" type="checkbox"/> OC Air Fresh	Air-Freshener
	<input checked="" type="checkbox"/> OC Neutral Cleaner	
	<input checked="" type="checkbox"/> OC Counter Act	
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)

- The consumption of various chemicals shall be regulated as per the manufactures specifications.
- 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.

Annexure -G**Areas of Hospital & Others Buildings**

Sl. No	Description of Work / Item(s)	Tentative Area	Units
1.00	In - side Area		
1.01	Mechanized & Automated cleaning works of Very High/High/ Moderate Risk Areas of AIIMS Raipur. (The payment shall be made on basis of floor area)	75591	Per sq. mtr. Per month
1.02	Mechanized & Automated cleaning works of Minimal Risk Areas of AIIMS Raipur. (The payment shall be made on basis of floor area)	83409	Per sq. mtr. Per month
1.03	Mechanized & Automated cleaning of toilets in different parts of AIIMS Raipur (The payment shall be made on the basis of number of toilets)	1096.00	Per Nos. Per month
2.00	Out-Side Area		
2.01	Mechanized and Automated cleaning of outer area of Hospital, i.e. footh path parks etc as per scope of (The payment shall be made on the basis of road area)	136528.48	Per sq. mtr. Per month
2.02	Disposal of general garbage (In black 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, (Combined), Sub-Station 6. Etc. (In black bags) ii. Dustbin with one trip/truck load per day.	1.00	Per month (in lump sum)
2.03	New Academic and Administrative Block: (Basement Floor Level-02, Basement Floor Level - 01, Ground Floor, First Floor, Second Floor, Third Floor, Fourth Floor, Fifth Floor, Sixth Floor, Seventh Floor and Terrace Floor)	48510.28	Per sq. mtr. Per month

Note: -

- All the above area is tentative. The Competent Authority of AIIMS, Raipur has reserving the right to relax/amend/change any of the above parameter (i.e. area increase or decrease).
- Bidder is quoted per sqm (except 2.02 lump sum) on the Price bid. The quoted price will be calculated according to above areas.
- L1 will be decided on Total basis (except 2.02 lump sum).

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/ NATIONALIZED
BANK WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE
THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE
BANKS ARE NOT ACCEPTED)

To,

The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (C.G.)

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of.....AND WHERE AS the said tender document requires the service provider whose tender is accepted for providing the services of outsourced manpower in response there to shall establish an irrevocable Performance Guarantee Bond in favor of “AIIMS Raipur” in the form of Bank Guarantee for Rs.....[5% (Five Percent)of the order value] which will be valid for entire contract period, the said Performance Guarantee Bond is to be submitted within 15(Fifteen) days from the date of Acceptance of the LOA.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said firm failing to abide by any of the conditions referred to tender document/work order/performance of the services. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) as to whether the said firm has committed a breach of any of the conditions referred in tender document/ work order shall be final and binding.

We,.....(name of the Bank & branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the firm and/or All India Institute of Medical Sciences (AIIMS) Raipur (Buyer).

Not with standing anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).
- b. This Bank Guarantee shall be valid upto..... (date) and
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date), Claim period should be beyond six month from the date of validity i.e. (b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....
Complete Postal Address:

The Integrity pact (At Appendix-B) shall be a part and parcel of this document and has to be signed by bidder(s) at the pre-tendering stage itself, as a pre-bid obligation and should be submitted along with the Techno-Commercial Bids. All bidders are bound to comply with the integrity pact clauses. Bids submitted without signing the integrity pact will be abinitio rejected without as signing any reason.

APPENDIX-B

INTEGRITY PACT

PRE-CONTRACT INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on ___31ST ___ day of the month of ___ 2023 ___

Between

ALL INDIA ISTITUTE MEDICAL SCIENE RAIPUR having its office at AIIMS Raipur, Tatibandh, Raipur – 492099, (Hereinafter called which expression unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Party.

And

M/s., with office at _____
represented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER/Seller”/Contractor which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Preamble

[Both AIIMS RAIPUR and BIDDER referred above are jointly referred to as the Parties]

AIIMS RAIPUR intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order /Purchase Order No.

AIIMS RAIPUR desires full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

1. Enable AIIMS RAIPUR to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
2. Enable the BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and AIIMS RAIPUR will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of AIIMS RAIPUR

- 1.1 AIIMS RAIPUR undertakes that AIIMS RAIPUR and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 AIIMS RAIPUR will, during the tender process / pre-contract stage, treat all BIDDERS with equity and reason, and will provide to all BIDDERS the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS in relation to tendering process or during the contract execution.
- 1.3 All the officials of AIIMS RAIPUR regarding this Integrity Pact will report to IEM, any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach shall not be permitted.
- 1.4 AIIMS RAIPUR will exclude from the process all known prejudiced persons and persons who would be known to have a connection or nexus with the prospective bidder.
- 1.5 If the BIDDER reports to AIIMS RAIPUR with full and verifiable facts any misconduct on the part of AIIMS RAIPUR's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is prima facie found to be correct by AIIMS RAIPUR, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by AIIMS RAIPUR. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by AIIMS RAIPUR the proceedings under the contract would not be stalled.

Clause 2. Commitments of BIDDERS/ CONTRACTORS

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
 - 2.1 The BIDDER will not offer, directly or indirectly (i.e. employees, agents, consultants,

advisors, etc.) any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS RAIPUR, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS RAIPUR or otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with AIIMS RAIPUR for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with AIIMS RAIPUR.

2.3 The BIDDER will not engage in collusion, price fixing, cartelization, etc. with other counterparty(s).

2.4 The Bidder(s) will not pass to any third party any confidential information entrusted to it, unless duly authorized by AIIMS RAIPUR.

2.5 The Bidder (s) will promote and observe ethical practices within its Organization and its affiliates.

2.6 BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

2.7 The Bidder (s) will not make any false or misleading allegations against AIIMS RAIPUR or its Associates.

2.8 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

2.9 The BIDDER further confirms and declares to AIIMS RAIPUR that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to AIIMS RAIPUR or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.10 The BIDDER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of AIIMS RAIPUR or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.11 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.12 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of AIIMS RAIPUR, or alternatively, if any relative of an officer of AIIMS RAIPUR has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act 2013

2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of AIIMS RAIPUR.

2.15 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract, and will not enter into any undisclosed agreement or understanding with other Bidders, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

2.16 The BIDDER will not commit any offence under the relevant Indian Penal Code, 1860 or Prevention of Corruption Act, 1988; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the AIIMS RAIPUR as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

2.17 The BIDDER will not instigate third persons to commit offences outlined above or be an accessory to such offences.

2.18 The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Principal(s), if any.

2.19 The Bidder(s) shall not approach the courts while representing the matters to IEM and the Bidder(s) will await their decision in the matter.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

a. The BIDDER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

b. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

If BIDDER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, AIIMS RAIPUR is entitled to disqualify the BIDDER from the tender process.

Clause.4. Equal treatment of all Bidders / Contractors / Subcontractors

4.1 The Bidder(s)/ Contractor(s) undertake(s) to demand from his Subcontractors a commitment in conformity with this Integrity Pact.

4.2 AIIMS RAIPUR will enter into agreements with identical conditions as his one with all Bidders and Contractors.

4.3 AIIMS RAIPUR will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Clause.5. Consequences of Violation / Breach

5.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or

acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle AIIMS RAIPUR to take all or any one of the following action, wherever required:-

i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

ii. If BIDDER commits violation of Integrity Pact Policy during bidding process, he shall be liable to compensate AIIMS RAIPUR by way of liquidated damages amounting to a sum equivalent to 5% to the value of the offer or the amount equivalent to Earnest Money Deposit/Bid Security, whichever is higher.

iii. In case of violation of the Integrity Pact after award of the contract, AIIMS RAIPUR will be entitled to terminate the contract. AIIMS RAIPUR shall also be entitled to recover from the contractor liquidated damages equivalent to 10% of the contract value or the amount equivalent to security deposit/ performance guarantee, whichever is higher.

iv. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

v. To recover all sums already paid by AIIMS RAIPUR, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from AIIMS RAIPUR in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid amount.

vi. To encash the advance bank guarantee and performance guarantee /warranty bond, if furnished by the BIDDER, in order to recover the payments already made by AIIMS RAIPUR, along with interest.

vii. To cancel all or any other contract with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to AIIMS RAIPUR resulting from such cancellation/recession and AIIMS RAIPUR shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

viii. To debar the BIDDER from participating in future bidding processes of AIIMS RAIPUR for a minimum period of five (5) years, which may be further extended at the discretion of AIIMS RAIPUR or until Independent External Monitors is satisfied that the Bidder(s) will not commit any future violation.

ix. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

x. In cases where irrevocable Letters of credit have been received in respect of any contract signed by AIIMS RAIPUR with the BIDDER, the same shall not be opened. xi. Forfeiture of performance guarantee in case of a decision by AIIMS RAIPUR to forfeit the same without assigning any reason for imposing sanction for violation of the pact.

5.2 AIIMS RAIPUR will be entitled to all or any of the actions mentioned in Para

5.1 (i) to (x) of this pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of AIIMS RAIPUR to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for

the purposes of this Pact.

Clause.6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems OR providing similar services at a price / charge lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found any stage that similar product/systems or sub systems was supplied by the BIDDER to any to the Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to AIIMS RAIPUR, if the contract has already been concluded.

Clause.7. Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If AIIMS RAIPUR obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if AIIMS RAIPUR has substantive suspicion in this regard, AIIMS RAIPUR will inform the same to the Chief Vigilance Officer, AIIMS RAIPUR

Clause. 8. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, AIIMS RAIPUR or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.9. Law and Place of Jurisdiction

Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Delhi/ NCR Jurisdiction.

Clause.10. Other legal Actions

The actions stipulated in the Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.11. Validity and Duration of the Agreement

This Pact begins when both parties have legally signed it. It expires for the Contractor/Successful bidder 12 months after the last payment under the contract or the complete execution of the contract to the satisfaction of the both AIIMS RAIPUR and the BIDDER /Seller, including warranty period, whichever is later, and for all other Bidders/unsuccessful bidders 6 months after the contract has been awarded. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman and Managing Director/ CEO of AIIMS RAIPUR.

Clause.12. Other provisions

12.1 Changes and supplements as well as termination notices need to be made in writing. Both the Parties declare that no side agreements have been made to this Integrity Pact.

12.2 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

12.3 Should one or several provisions of this agreement turn out to be invalid, the remainder

of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions

IN WITNESS THEREOF the parties have signed and executed this pact at the place and date first above mentioned in the presents of following witnesses:

AIIMS RAIPUR

Bidder

Witness

Witness

1.....

1.....

2.....

2.....

* Provisions of these clauses would be amended /deleted in line with the policy of the AIIMS RAIPUR in regard to involvement of Indian agents of foreign suppliers.

Ref. No.	Criteria	Assessment Method	Means of Verification	Compliance	Remarks
B7	Use of standard materials for cleaning			10	
B7.1	Availability of Detergent Disinfectant solution / Hospital Grade Phenyl for Cleaning purpose	SI/OB/ RR	Check for good quality Hospital cleaning solution preferably a ISI mark. Composition and concentration of solution is written on label. Check with cleaning staff if they are getting	2	
B7.2	Cleaning staff uses correct concentration of cleaning solution	SI/RR	Check, if the cleaning staff is aware of correct concentration and dilution method for preparing cleaning solution. Ask them to demonstrate. Verify it with the instruction given solution bottle.	2	
B7.3	Availability of carbolic Acid/ Basaloid for surface cleaning in procedure areas- OT, Labour	SI/RR	Check for adequacy of the supply. Verify with the records of stock outs, if any	2	
B7.4	Availability of Buckets and carts for Mopping	SI/RR	Check if adequate numbers of Buckets and carts are available. General and critical areas should have separate bucket	2	
B7.5	Availability of Cleaning Equipment	SI/OB	Check the availability of mops, brooms, collection buckets etc. as per requirement. Hospital with a size of more than 300 beds should have mechanized mopping machine.	2	
B8	Use of standard methods of cleaning			10	
B8.1	Use of Three bucket system for cleaning	SI/OB	Check if cleaning staff uses three bucket system for cleaning. One bucket for Cleaning solution, second for plain water and third one for wringing the mop. Ask the cleaning staff about the process	2	

Ref. No.	Criteria	Assessment Method	Means of Verification	Compliance	Remarks
B8.2	Use unidirectional method and out word mopping	SI/OB	Ask cleaning staff to demonstrate the how they apply mop on floors. It should be in one direction without returning to the starting point. The mop should move from inner area to outer area of the room	2	
B8.3	No use of brooms in patient care areas	SI/OB	Check if brooms are stored in patient care areas. Ask cleaning staff if they are using brooms for sweeping in wards, OT, Labour room. Brooms should not be used in patient care	2	
B8.4	Use of separate mops for critical and semi critical areas and procedures surfaces	SI/OB	Check if cleaning staff is using same mop for outer general areas and critical areas like OT and labor room. The mops should not be shared between critical and general area. The clothes used for cleaning procedure surfaces like OT Table and Labour Room Tables should not be used for mopping the floors.	2	
B8.5	Disinfection and washing of mops after every cleaning cycle	SI/OB	Check if cleaning staff disinfect, clean and dry the mop before using it for next cleaning cycle.	2	
B9	Application of mechanized cleaning			10	
B9.1	Electrical scrubber drier	OB/SI	Check availability and functionality	2	
B9.2	Mechanical Sweepers	OB/SI	Check availability and functionality	2	
B9.4	Vacuum Cleaner wet & dry	OB/SI	Check availability and functionality	2	
B9.5	High Pressure Jet Cleaners/Washer	OB/SI	Check availability and	2	

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	&S team Cleaner		functionality		
B9.6	Spray pump for pest control as per IPCA recommendations	OB/SI	Check availability and functionality	2	
B10	Monitoring Mechanism for Cleanliness Activities			10	
B10.1	Use of Housekeeping Checklist in Toilets	OB/RR	Check that Housekeeping Checklist is displayed in Toilet and updated. Check Housekeeping records if	2	
B10.2	Use of Housekeeping Checklist in Patient Care Areas	OB/RR	Check that Housekeeping Checklist is displayed in OPD, IPD, Lab, etc. Check	2	
B10.3	Cleaning schedule for each area available	OB/RR	Check cleaning schedule for each areas has been prepared, approved and disseminated to the concerned persons	2	
B10.4	Duty roster made and adhered to	OB/RR /SI	Check duty rooster for cleaning & housekeeping staff has been prepared and cleaning staff is available as per schedule prepared	2	
B10.5	A person is designated for monitoring of Housekeeping Activities	SI/RR	Check if a staff-member from the hospital has been designated to monitor the housekeeping activities and verify them with counter signature on housekeeping	2	

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in

case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has

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been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.
