

## कार्यालय सिविल सर्जन, Nuh at Mandikhera

ई - निविदा आमंत्रण सूचना

E- tender of Manpower for Outsourcing of Support Services District Nuh upto CHC Level

में विभिन्न प्रकार की Cleaning Sanitation and housekeeping ,Ward Servant/GDA, Security Guards (Without Weapon),

Mali, Dhobi, Sanitary Supervisor, Security Supervisor etc. आउटसोर्सिंग की ई - निविदा हेतु योग्य फार्म / कम्पनियों / एजेंसीयों से

<http://etenders.hry.nic.in> व [www.healthdepartmentmewat.org](http://www.healthdepartmentmewat.org) पर ऑनलाइन एवं एक प्रति फिजिकल फॉर्म में निविदाएँ

एतत् दुवार आमंत्रित की जाती हैं।

कार्य का नाम	निविदा दस्ता लागत (रु में)	ई.एम. डी (रु में)	निविदा डाउनलोड तथा जमा करने की तिथि एवं समय		EMD & Tender Fee जमा करने की तिथि	टेंडर खोलने की तिथि
			खुलने की तिथि	बन्द होने की तिथि		
E-tender of manpower for Outsourcing of Support Services for CHC Level District Nuh में उपरोक्त वर्णित स्पोर्ट सर्विसेज प्रदान करने के लिए	2000/-	200000/-	25 अगस्त 2017	04 September 2017	04 September 2017 को दोपहर बाद 05:00 बजे तक	5 सितम्बर 2017 को 11:00 बजे टेक्निकल बिड एवं दिनांक 5 सितम्बर 03:00 बजे फाइनैसियल बिड या जेसा कमेटी दुवारा निर्णय लिया जायगा

नोट :- नियम व शर्तें <http://etenders.hry.nic.in> व [www.healthdepartmentmewat.org](http://www.healthdepartmentmewat.org) पर ऑनलाइन उपलब्ध हैं। किसी भी प्रकार के corrigendum को केवल उपरोक्त वेबसाइट पर ही अपलोड किया जायेगा।

सिविल सर्जन,

**Nuh At Mandikhera.**

**District Health & Family Welfare Society cum Civil Surgeon, Nuh**  
**NOTICE INVITING TENDERS Through E-Tendering as well as manual FOR OUTSOURCING OF**  
**SUPPORT SERVICES AT CHC Level District Nuh**

District Health & Family Welfare Society cum Civil Surgeon, Nuh invites sealed tenders in prescribed format under two bid system Technical Bid (unpriced) and Financial Bid (priced) – from reputed agencies, either by themselves or as a joint venture/partnership, possessing valid registration and license under the relevant statutes including ESI Act 1948 and EPF Act 1952 having capacity to provide following employees for hospital support services for 24X7 on outsourcing basis with suitable and uniformed manpower for CHC Level of District Nuh for a period of one year on contract basis/outsourcing basis on minimum wages as fixed by Haryana Govt. With ESI , EPF & Services tax as per Govt. rates :-

<b><u>For CHC Nuh</u></b> 2380.65 Sq. Mtr.			
Sr. No.	Name of the Services	Rates of the services to be outsourced	No. of persons to be supplied.
1.	Cleaning, Sanitation and Housekeeping	Per Sq. Mt. (Total 2380.65 Sq. M area)	One person per 300 sqm.
2.	Ward Servant/GDA	Services Charges will be applicable of Services mentioned from Sr. No. 2 to 10	12
3.	Security Guards (Without Weapon)		3
4.	Mali		1
5.	Dhobi		1
6.	Electrician		1
7.	Plumber		1
8.	Sewer Man		1
9.	Computer Operator		2
10.	Cook		1

<b><u>For CHC Punhana</u></b> 1992.77 Sq. Mtr.			
Sr. No.	Name of the Services	Rates of the services to be outsourced	No. of persons to be supplied.
1.	Cleaning, Sanitation and Housekeeping	Per Sq. Mt. (Total 1992.77 Sq. M area)	One person per 300 sqm.
2.	Ward Servant/GDA	Services Charges will be applicable of Services mentioned from Sr. No. 2 to 10	12
3.	Security Guards (Without Weapon)		3
4.	Mali		1
5.	Dhobi		1
6.	Electrician		1
7.	Plumber		1
8.	Sewer Man		1
9.	Computer Operator		2
10.	Cook		1

**For CHC Firozpur jhirka 2041 Sq. Mtr.**

Sr. No.	Name of the Services	Rates of the services to be outsourced	No. of persons to be supplied.
1.	Cleaning, Sanitation and Housekeeping	Per Sq. Mt. (Total 2041 Sq. M area)	One person per 300 sqm.
2.	Ward Servant/GDA	Services Charges will be applicable of Services mentioned from Sr. No. 2 to 10	12
3.	Security Guards (Without Weapon)		3
4.	Mali		1
5.	Dhobi		1
6.	Electrician		1
7.	Plumber		1
8.	Sewer Man		1
9.	Computer Operator		2
10.	Cook		1

Contractors having a minimum annual turnover of Rs. 50 lacs and one work should be of value of at least Rs. 40.00 lacs per year and experience of rendering above mentioned services through at least 75 persons in a single contract/ agreement for a minimum period of 2 years in at least 100 bedded Government/ Private Hospitals, Medical Colleges Institutes of large Govt./Corporate establishments etc. during last 05 years on date of submission of the tender. Interested agencies as mentioned above, can obtained the detailed tender document containing the terms & conditions, against a written request on their own letter head from the office of "District Health & Family Welfare Society cum Civil Surgeon, Mewat at Mandikhera", against the submission of a non-refundable Demand Draft of Rs. 2000 (Rs. Two Thousands only) drawn on any nationalised bank/scheduled bank in favour of District Health & Family Welfare Society, Mewat payable at Nagina on all working days (Monday-Friday) between 10:00 AM to 05:00 PM.

**The time schedule of tendering is specified below :-**

1.	Issue of Tender Document	25-08-2017 to 04-09-2017
2.	Tender Document Cost (non-refundable)	Rs.2000/- for each tender
3.	Pre-Bid meeting	01-09-2017 at 12.00PM O/o District Health & Family Welfare Office Cum Civil Surgeon, Mewat
4.	Last Date and Time for submission of Tender	04-09-2017 upto 5-00 PM
5.	Date and Time of opening of Technical Bid	05-09-2017 at 11.00 AM
6.	Date and Time of opening of Financial Bid	05-09-2017 at 11.00AM Will be intimated to the short listed bidders as per the evaluation procedure at a later date
7.	Earnest Money Deposit (EMD)	Rs. 2 lac through Bank Guarantee/FDR in favour of District Health & Family Welfare Society, Mewat.

**offers by Fax/E-mails/Telegram will be summarily rejected.**

Chairperson cum Civil Surgeon, District Health & Family Welfare Society, Mewat reserves all right to reject any or all of the tenders in part or full without assigning any reason(s).

Civil Surgeon, Mewat  
at Mandikhera

**CIVIL SURGEON, Nuh at Mandikhera (Mewat) TENDER NOTICE**

On behalf of Director General, Health Services, Haryana, Panchkula on-line bids on the website <https://etenders.hry.nic.in/nicgep/app> are by invited by Civil Surgeon, Nuh at Mandikhera (Mewat) from eligible bidders for the following works :-

Package No.	Name of work	Estimated Cost ( Rs. in lacs)	Earnest Money ( Rs in lacs)	Tender Document fee (Rs.)	During date and time.	
					Down loading of tender document	On line bid preparation and submission
1	TENDER FOR OUTSOURCING OF Support Services i.e <i>CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE,</i> Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook at various community health centre (CHCs) in District Nuh Mewat	1,2276000 लगभग वार्षिक	2 Lac.	2000 + e-service charges( Rs. 1000/-)	25.08.2017 at 05:00 PM	25.08.2017 at 05:59 PM

Tenders will be received online at the website <https://etenders.hry.nic.in/nicgep/app> and will be opened by the Civil Surgeon, Nuh on 05.09.2017 at 11.00 A.M. in his office in the presence of tender or their authorized agent who may like to be present at the time of opening of technical bid.

- The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through DD, Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT or OTC Please refer to 'Online Payment Guideline' available at the Single e-Tender portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.**
- Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in/nicgep/app> to be eligible to participate in the e-Tender. He/She will be required to make online payment of Rs. 200000/- towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allow to submit his / her bids for the respective event / Tenders.**

3. The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. on or before 04.09.2017 at 11:59 PM and make payment via RTGS /NEFT or OTC to the beneficiary account number specified under the online generated challan. The intended bidder / Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://etenders.hry.nic.in/nicgep/app> The interested bidders shall have to pay mandatorily e-Service fee (under document fee – Non refundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through DD,Debit Cards & Internet Banking.

The contractual Agencies can submit their tender documents as per the dated mentioned in the key dates below:-

## **5. Key Dates**

<b>Sr. No</b>	<b>Civil Surgeon, Nuh (Mewat) Stage</b>	<b>Contractor Stage</b>	<b>Start Date and Time</b>	<b>Expiry Date and Time</b>
1	Publication of Tender	-	<b>25.08.2017</b>	<b>04.09.2017 at 05:00 PM</b>
2	-	Download Tender Document & Online Bid preparation & Hash Submission	<b>25.08.2017</b>	<b>04.09.2017 at 05:00 PM</b>
3		Manual Submission of (Technical)Documents & EMD	<b>25.08.2017</b>	<b>04.09.2017 at 05:00 PM</b>
4	Open EMD & Technical/PQ bid	-	<b>05.09.2017 at 11:00AM</b>	
5	Open Financial / Price-Bid	-	<b>Will be Intimated later on</b>	

6. Bid documents can be downloaded online from the <https://etenders.hry.nic.in/nicgep/app> by the agency/firm registered on the Portal. The bids to be submitted online are required to be digitally signed. The bidders are therefore advised to obtain Digital Signature at the earliest. For further details, terms and conditions please visit the website <https://etenders.hry.nic.in/nicgep/app>

7. The details of the Bid Document Cost / EMD, pre-qualification and other documents are required to be uploaded at the time of online submission. The Bidders are therefore required to keep the scanned copies of Bid Document Cost / EMD, pre-qualification and other documents ready for online submission of the bids.

### **8. Online submission of bids:**

The tender shall be submitted on line by the tender in the following manner:-

- |    |                                  |   |
|----|----------------------------------|---|
| a) | Fee:                             | Online transaction of Bid Document Cost and Earnest Money.  |
| b) | Pre-qualification/<br>Technical: | Scanned copies of the pre-qualification documents, technical parameter /technical bid as per annexure in DNIT.                          |
| c) | Financial:                       | Financial bid along-with service charges for providing the manpower for support services to be submitted mandatory online by the bidder |

### **9. Physical submission of bids:**

The contractual agencies should submit their tender documents online as well as physically in two Sealed envelopes as under:

**Envelope A** :- This envelope marked "Bid Document Cost and EMD" shall contain drafts/Fixed Deposits/Term Deposits/Bank Guarantee in favour of the **DH&FW Society Mewat CIVIL SURGEON, Nuh at Mandikhera** . The sealed cover super scribed as "Earnest Money for contract of *CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE*, Additional Support services

i.e. Electrical, Sewerman, Plumber, Computer Operators, cook at various community health centre (CHCs) in District Nuh

**Envelope B** :- This envelope marked "Pre-qualification/Technical bid" shall contain pre-qualification documents, technical parameter /brochure/ technical bid and other documents required to be submitted as per these bid documents. The sealed cover super scribed as "Technical Bid for contract of *CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE*, Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook at various community health centre (CHCs) in District Nuh

### **Important Note:**

- 1) The Applicants/bidders have to complete 'Application / Bid Preparation & Submission' stage on scheduled time as mentioned above. If any Applicant / bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as 'Applications / bids not submitted'.
- 2) Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.
- 3) Applicant/Bidder can rework on his/her bids even after completion of 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.

- 4) In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.

The bids shall be submitted online in two separate envelopes:

**Envelope 1: Technical Bid**

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

**Envelope 2: Commercial Bid**

The bidders shall quote the prices in price bid format under Commercial Bid.

**Note 1:** The Civil Surgeon, Nuh has the right to verify the authentication of the documents submitted by the bidder online as well as physically.

**Note 2:-** The price bids are to be submitted mandatory online.

## **10. ELIGIBILITY CRITERIA**

### **ELIGIBLE BIDDERS (PRE-QUALIFICATIONS):-**

- All **agencies/service providers** that are providing similar kind of services should have the basic minimum eligible criteria:-
  - a. **Agency/service provider** should be in operations for at least last three consecutive years
  - b. The Annual turnover of the firm/ service provider should not be less than **Fifty lakhs** for last three years.
  - c. Experience of rendering similar kind of services **through at-least 75 persons in a single contract/agreement for a minimum period of 2 years in an at-least 100 bedded Government/Private Hospitals, Medical Colleges, Institutes of large Government /Corporate establishments etc.** during the last 5 years on the date of submission of the tender.
  - d. Of the above experience, one work should be of value at least **Rs. 40.00 lacs per year**
  - e. **The tender(s), an agency/firm should be registered under Contract Labour (Regulation and Abolition) Act, 1970 and rules framed there under and should be in possession of a valid Labour License, EPF/ESI Code service tax/PAN Number at the time of submission of tender.**
  - f. Only Registered firms/agencies/companies are eligible to furnish tender and not the individual person or unregistered agency/firm eligible for tender .The tender(s) should attach an attested copy of the Partnership deed duly registered with the Registrar of Firms.
  - g. The interpretation of above details (points) as deemed fit by the tender opening committee will be final and binding on the bidders.

h. Lowest bidder (L1) will be decided after computing the rates for Cleaning, Housekeeping, Sanitation, GDA, Laundry & Horticulture. The Civil Surgeon, Palwal is not binding to accept the lowest rate quoted by the firm keeping in view overall interest of the Hospital.

**11. Opening of Bid:-**In the first instance, the cover of all the Bidders containing the Bid Document Cost / EMD shall be opened online as well as physically. If the Bid Document Cost / EMD (online as well as physically) is found proper and in order then the cover containing pre-qualification / Technical Bid shall be opened (online as well as physically). The Financial cover shall be opened only of those tenders who meet the Pre- Qualification / Technical Bid criteria as per these Bid documents. The date of opening of Financial Bid will be intimated to the technically qualified bidder later on.

**12.** In case bid is submitted by a bidder online and Bid Document Cost/EMD, pre-qualification documents, technical parameter /brochure/ technical bid and other documents required as per these bid documents, are not submitted in physical form then the bid would be rejected.

**13.** In case, the day of opening of tenders happens to be holiday, the tenders will be opened on the next working day. The time and place of receipt of tenders and other conditions will remain unchanged.

**14.** The tender of the bidder who does not satisfy the qualification criteria in the bid documents are liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.

**15.** The successful bidder will be required to execute a contract agreement in the form specified in Annexure-IX within a period of 30 days from the date of issue of 'Letter of Offer'.

**16.** The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of "Letter of Offer" for an amount equivalent to 5% of the value of the contract in the form of Fixed Deposit or Term deposit receipt from a commercial Bank, or Bank Guarantee from a commercial bank in an acceptable form (Annexure-VIII) in favor of Civil Surgeon, Nuh. The Performance Security shall remain valid for a period of six months beyond the contract period if extended further, the validity of Performance Security shall also be extended by the contractor accordingly.

**17.** The approval of the acceptance of tender will rest with the concerned competent authority who does not bind himself to accept the lowest tender and reserves to himself the authority to reject any or all of tenders received without assigning any reason.

**18.** Conditional bids/offers will be summarily rejected. <sup>very important ...</sup>

**19.** The successful tender shall have to sign an affidavit to the effect that he has no relation or connection with firm, agency/ manufacturer blacklisted by Health Department /Haryana Govt. / Govt. of India, from time to time as per the form of affidavit attached with these bid documents.

**20.** Each Bidder or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be engaged to provide service, or any other item of work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the 'Hospital' subsequently finds to the contrary, the 'Hospital' reserves the right to declare the Bidder as non-complaint and declare any contract if already awarded to the Bidder to be null and void.

21. Bid security of the successful bidder shall be returned on receipt of Performance Security by the 'Hospital' and after signing the agreement. we must remember this...
22. Bid security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.
23. Bid security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the 'Hospital'.
24. Income Tax or any other tax will be deducted from the bills of agency / firm as per the instructions of the Govt.
25. The hard copy of the DNIT duly approved by the Civil Surgeon, in original duly approved shall be treated as most authentic document for agreement (in case if any typing mistake / dispute is detected in the online documents at any stage).

**Important Note:**

- 1) The bidders have to complete 'Bid Preparation & Submission' stage on scheduled time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her bid status will be considered as 'bids not submitted'.
- 2) Bidder must confirm & check his/her bid status after completion of his/her all activities fore-bidding.
- 3) Bidder can rework on his/her bids even after completion of 'Bid Preparation & submission stage' (Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Bidder Stage.
- 4) \* **see details on Page no. 22 or Para no. 10.2**

CIVIL SURGEON,  
NUH

**Instructions to bidder on Electronic Tendering System**

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1. **Registration of bidders on <https://etenders.hry.nic.in/nicgep/app> Portal:-**

All the bidders intending to participate in the tenders process online are required to get registered on the centralized e - Procurement Portal i.e. <https://etenders.hry.nic.in/nicgep/app>. Please visit the website for more details.

2. **Obtaining a Digital Certificate:**

**2.1** The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

**2.2** A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website – <https://haryanaeprocurement.gov.in>.

**2.3** The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from.

**2.4** The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://haryanaeprocurement.gov.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.

**2.5** Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to **keep a backup of the certificate** and also keep the copies at safe place under proper security (for its use in case of emergencies).

**2.6** In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

**2.7** In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

**2.8** The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

### **3 Pre-requisites for online bidding:**

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website - <https://etenders.hry.nic.in/nicgep/app>. The link for downloading required java applet & DC setup are also available on the Home page of the e- tendering Portal.

### **4 Online Viewing of Detailed Notice Inviting Tenders:**

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal eProcurement system on the Home Page at <https://etenders.hry.nic.in/nicgep/app>

#### **Download of Tender Documents:**

The tender documents can be downloaded free of cost from the e tender portal <https://etenders.hry.nic.in/nicgep/app>

#### **6Key Dates:**

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

**7 Online Payment of Tender Document Fee, eService fee , EMD fees & Bid Preparation & Submission (PQQ/ Technical & Commercial/ Price Bid):**

**i) Online Payment of Tender Document Fee + e-Service fee:**

The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee shall be made by bidders/ Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC. The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

**ii) PREPARATION & SUBMISSION Of online APPLICATIONS/BIDS:**

Detailed Tender documents may be downloaded from e-procurement website (<https://haryanaeprocurement.gov.in>) and tender mandatorily be submitted online.

**Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online PQQ/ Technical Envelope:** The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF /JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Envelope.

**FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually)**

**8. ASSISTANCE TO THE BIDDERS:-**

In case of any query regarding process of tenders and for undertaking training purpose, the intended bidder can also avail the following and can contact service provider as per below:

**Office Timings of Help-desk support for Single e Procurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00 am to 5:30 pm) & Training workshop will be conducted on every 1st, 2nd Friday (from 3:30 pm to 6:00 pm) and 4th Saturday (from 11:30 am to 3:00 pm) of each month.**

All queries would require to be registered at our official email - [chandigarh@nextenders.com](mailto:chandigarh@nextenders.com) for on-time support (Only those queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk)

**Important Note:-**

- (a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction/Tender event.
- (b) For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction/Tender event.
- (c) Help-desk support will remain closed during lunch break i.e. from 1:30 PM to 2:15 PM on each working day.

**Schedule for Training:**

<b>Training workshop will be held on 1st, 2nd Friday (from 3:30 pm to 6:00 pm) and 4<sup>th</sup> Saturday (from 11:30 am to 3:00 pm) of each month at following addresses:</b>		
Nextenders (India) Pvt. Ltd Municipal Corporation Faridabad, Near B.K. Chowk, Opp. B.K. Hospital, NIT, <b>Faridabad</b> Contact no. 8743042801/9310335475	Nextenders (India) Pvt. Ltd. Public Health Division No.2 Hisar, Model Town Opp. N.D Gupta Hospital, <b>Hisar</b> Contact: 9034357793	Nextenders (India) Pvt. Ltd., Nirman Sadan (PWD B&R), Plot No.- 01, Basement, Dakshin Marg, Sec- 33A, <b>Chandigarh-</b> 160020 <b>For Support-1800-180-2097,</b> 0172-2582008-2009

For Support Call - 1800-180-2097

**Haryana eProcurement Help Desk Office will remain closed on Saturday (except 4th Saturday), Sunday and National Holidays**

**NOTE:-** Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>.

For help manual please refer to the 'Home Page' of the e-Procurement website at <https://haryanaeprocurement.gov.in>, and click on the available link 'How to...?' to download the file.

## **Guideline for Online Payments in e-tendering**

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for tender document & EMD:

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT

Operative Procedures for Bidder Payments

### **A) Debit Card**

The procedure for paying through Debit Card will be as follows.

- (i) Bidder selects Debit Card option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- (iii) Bidder clicks on "Continue" button
- (iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- (v) Bidder enters card credentials and confirms payment
- (vi) The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- (vii) The page is automatically routed back to e-Procurement portal
- (viii) The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- (ix) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

### **B) Net Banking**

The procedure for paying through Net Banking will be as follows.

- (i) Bidder selects Net Banking option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid by bidder.
- (iii) Bidder clicks on "Continue" button
- (iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- (v) Bidder chooses his / her Bank
- (vi) The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- (vii) Bidder enters his account credentials and confirms payment
- (viii) The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- (ix) The page is automatically routed back to e-Procurement portal
- (x) The status of the payment is displayed as "successful" in e-Procurement portal.

The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

### C) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

i. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.

ii. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.

iii. Each challan shall therefore include the following details that will be pre-populated:

- Beneficiary account no: (unique alphanumeric code for e-tendering)
- Beneficiary IFSC Code:
- Amount:
- Beneficiary bank branch:
- Beneficiary name:

iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.

v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.

vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

### D) Over-the-Counter (OTC)

This solution shall allow the bidder having account with ICICI Bank, to make the payment from any CMS enabled Branch of ICICI Bank in India. Bidders can make the payment via cash (if amount is  $\leq$  ₹ 49,999), Demand Draft or ICICI Bank Cheque.

The procedure for paying through OTC mode is as follows:

(i) Bidder selects Over-the-Counter remittance option in e-Procurement portal.

(ii) The e-Procurement portal displays the amount to be paid. Bidder chooses the bank account no. for refund of the amount.

(iii) Bidder clicks on "Continue" button

(iv) The e-Procurement portal displays the details of payment. Bidder clicks on "print\_challan" and prints the OTC challan.

(v) Bidder submits the OTC challan at the counter of any designated branch of ICICI Bank with Cash / Demand Draft / ICICI Bank Cheque (Payment in cash is allowed up to Rs. 49,999/-)

(vi) ICICI Bank verifies the URN (format to be discussed and decided) and Amount with the e-Procurement portal prior to accepting the payment

(vii) On successful verification from e-Procurement portal, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.

(viii) ICICI Bank will commit the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction Number (I-Sure Reference Number) online against the URN and Amount.

(ix) ICICI Bank will generate receipt for the payment transaction and issues the same to the Bidder.

(x) The e-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.

(xi) The status of payment will be displayed as "verification successful" in e-Procurement portal, when the bidder clicks on verification option in the portal

(xii) Bidder would be required to upload the scanned copy of receipts received from ICICI Bank as part of proof in Next tender portal before submitting the tender

Sr no.	Scenario	Do's / Don't's
1	<p align="center"><b>In the event of making Payment through NEFT/RTGS</b></p>	<p>Do's</p> <ul style="list-style-type: none"> <li>• It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan which are:               <ol style="list-style-type: none"> <li>1) Beneficiary account no: &lt;client code&gt; + &lt;random number&gt;</li> <li>2) Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders)</li> <li>3) Amount: As mentioned on the challan. It is specific for every tender/transaction</li> <li>4) Beneficiary bank branch: ICICI Bank Ltd, CMS</li> <li>5) Beneficiary name: As per the challan</li> </ol> </li> <li>• For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD</li> <li>• It is advised that all the bidders make payment via RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender</li> <li>• Bidder has to make only single payment against a challan as per the amount mentioned on the challan.</li> <li>• Bidder must do the payment before tender validity gets expired</li> </ul>

		<p><b>Don't's</b></p> <ul style="list-style-type: none"> <li>• Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise:             <ol style="list-style-type: none"> <li>1) Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account</li> <li>2) Incorrect Beneficiary account number mentioned(&lt;client code&gt; + &lt;random number&gt;):-                 <ol style="list-style-type: none"> <li>a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.</li> </ol> </li> <li>3) Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded directly to bidder's account.</li> </ol> <p>In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate.</p> <ul style="list-style-type: none"> <li>• Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination.</li> <li>• Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder.</li> <li>• Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder</li> </ul> </li> </ul>
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2	<p><b>In the event of making Payment through OTC</b></p>	<p><b>Do's</b></p> <ul style="list-style-type: none"> <li>• It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are: Beneficiary account no: &lt;client code&gt; + &lt;random number&gt; Amount: As mentioned on the challan It is specific for every tender/transaction Beneficiary name: As per the challan Bidder has to make only single payment against a challan as per the amount mentioned on the challan</li> <li>• Bidder must do the payment before tender validity gets expired</li> <li>• Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender</li> </ul>
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	<p><b>Don't's</b></p> <ul style="list-style-type: none"><li>• If the bidding amount is greater than Rs49,999, then Bidder should not make payment in cash. In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque</li><li>• It is bidders's responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favouring third party etc., In the event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank</li><li>• For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD</li></ul>
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**NOTICE INVITING TENDER FOR OUTSOURCING OF Support Services i.e CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE, Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook at various community health centre (CHCs) in District Nuh, Haryana**

**INSTRUCTIONS TO THE BIDDERS**

**1. INTRODUCTION :-**

The present tender is being invited for providing Support Services i.e. Cleaning, Housekeeping, Sanitation, GDA, Laundry & Horticulture for a period of one year and extendable to further one year(total of two

years)subject to the performance of satisfactory work done, under which the contractor shall provide uniformed trained personnel for providing Support Services on 24X7 basis, in CHCs & SDH, (hereinafter referred to as 'Hospital'), as specified in the SCOPE OF WORK (Annexure-II).

## **2. ELIGIBLE BIDDERS (PRE-QUALIFICATIONS):-**

- All **agencies/service providers** that are providing similar kind of services should have the basic minimum eligible criteria:-
  - i. **Agency/service provider** should be in operations for at least last three consecutive years
  - j. The Annual turnover of the firm/ service provider should not be less than **Fifty lakhs** for last three years.
- k. Experience of rendering similar kind of services **through atleast 75 persons in a single contract/agreement for a minimum period of 2 years in an atleast 100 bedded Government/Private Hospitals, Medical Colleges**, Institutes of large Government /Corporate establishments etc. during the last 05 years on the date of submission of the tender.
  - l. Of the above experience, one work should be of value at least **Rs. 40.00 lacs per year**
  - m. **The tenderer(s), an agency/firm should be registered under Contract Labour (Regulation and Abolition) Act, 1970 and rules framed there under and should be in possession of a valid Labour License, EPF/ESI Code service tax/PAN Number.**
  - n. Only Registered firms/agencies/companies are eligible to furnish tender and not the individual person or unregistered agency/firm eligible for tender .The tenderer(s) should attach an attested copy of the Partnership deed duly registered with the Registrar of Firms.
  - o. The interpretation of above details (points) as deemed fit by the tender opening committee will be final and binding on the bidders.
  - p. Lowest bidder(L1) will be decided after computing the rates for Cleaning, Housekeeping, Sanitation, GDA, Laundry & Horticulture
- 2.1 Profile giving complete details and satisfactory work done certificate about the **agency/service provider**, including period for which it is in the business, duly signed by an authorized person(s).
- 2.2 Annual accounts of the **agency/service provider** for last three years duly certified by the auditor.
- 2.3 The track record of the contracting firm/contractor should be clean and should not have any involvement in illegal activities or financial misappropriation /frauds etc. Tenders must be accompanied by declaration to this effect on the letterhead of the contracting firm and duly signed by an authorized person (s).
- 2.4 The service agreement shall be awarded initially for a period of one year, subject to review and the satisfactory performance of Services/Activities and compliance of all terms and conditions of the service Agreement, which is further, subject to the approval of Competent Authority. The contract shall stand automatically cancelled if the Competent Authority declines to grant such approval. The 'Hospital' shall have the right to terminate this agreement even before one year at a notice of 30 days if similar tender is floated by the O/o DGHS/MD-NHM/ED-HSHRC.**

## **3. GENERAL INSTRUCTIONS:-**

- 3.1 In case of partnership or joint venture, the bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatories of the bid to commit each member of the partnership/joint venture. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificates as per Indian Information Technology Act 2000.
- 3.2 (a) Memorandum of understanding/partnership deed shall be provided in case the Bidder is a joint venture/partnership.  
  
(b) One of the members of the partnership, or joint venture to be nominated as in-charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of joint venture/partnership firm; *The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificates as per Indian Information Technology Act 2000.*
- 3.3 Bidder or members of the partnership or joint venture shall submit a copy of bidders PAN Card No. under Income Tax Act.
- 3.4 Bidder must submit copies of all documents required, duly self-attested along with technical bid.
- 3.5 Each Bidder or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be engaged to provide service, or any other item of work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the 'Hospital' subsequently finds to the contrary, the 'Hospital' reserves the right to declare the Bidder as non-complaint and declare any contract if already awarded to the Bidder to be null and void.
- 3.6 Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.
- 3.7 Each Bidder shall submit only one tender either by himself or as a partner in joint venture/firm. If a bidder or if any of the partners in a joint venture/firm participate in more than one bid, the bids are liable to be rejected.
- 3.8 The bidder shall bear all costs associated with the preparation and submission of his bid and the 'Hospital' will, in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
- 3.9 The bidder is advised to visit and acquaint himself with the area and operational system of the 'Hospital' to prepare the bid. The costs incurred in connection with such visits shall be borne by the bidder himself/itself/after the tender/bid has been submitted, it shall be deemed that the contractor has undertaken a visit to the 'Hospital' and was aware of the operational conditions prior to the submission of the tender documents. The Bidder would also take the measurements of the hospital to calculate the area (covered) for sanitation and cleaning after taking permission from competent authorities of the hospital and correlate the measured areas with the areas mentioned by the hospital authorities. Subsequent to this, disparity if arises in the total area (covered) of the hospital for sanitation & cleaning services would not be entertained. The bidder is advised to acquaint

himself with the area for horticulture work and operational system of the 'Hospital' regarding the laundry work to prepare the bid. For this the bidder can visit the hospital after taking prior appointment from the hospital authorities regarding any queries.

- 3.10 The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender Document. Failure to furnish all information require in the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of this bid.
- 3.11 The bidder shall not make or cause to be made any alternation, erasure or obliteration to the text of the Tender document.
- 3.12 The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the office of Civil Surgeon, Nuh.
- 3.13 In case the bidder has any doubt about the meaning of anything contained in the Tender document, he shall seek clarification from the office of Civil Surgeon, Nuh not later than seven days before due date. Any such clarification, together with all details on which clarification had been sought, will be copied to all bidders without disclosing the identity of the bidder seeking clarification. All communications between the bidder and the 'Hospital' shall be carried out in writing.
- 3.14 Except for any such written clarification by the 'Hospital', which is expressly stated to be an addendum to the tender document issued by the office of Civil Surgeon, Nuh no written or oral communication, presentation or explanation by any other employee of the 'Hospital' shall be taken to bind or fetter the 'Hospital' under the contract.
- 3.15 Any Tender not accompanied by Bid Security in the form specified at 5.4 herein shall be rejected.
- 3.16 Bid security of the successful bidder shall be returned on receipt of Performance Security by the 'Hospital' and after signing the agreement. we must remember this...
- 3.17 Bid security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.
- 3.18 Bid security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the 'Hospital'.
- 3.19 The documents comprising the bid shall be typed or written in indelible ink and all pages of bid shall be signed by a person or persons duly authorized to sign on behalf to the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.
- 3.20 The bid shall contain no alternations, omissions or additions except those to comply with instruction issued by the 'Hospital' or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.
- 3.21 Period for which the offer will remain valid: The tendering contractors/bidders should keep their offers valid for acceptance for a period of one hundred and eighty days from the date of the opening

of technical bids. In the event that the day upto which the offer is to remain open is declared holiday for the 'Hospital', the offer shall remain open for the following day.

3.22 *The bidder shall provide the detail of satisfactory work done in the related areas, already by the firm in any Government Institutes, especially in Health Institutes/Corporate Hospitals in the last five years. Further in case the financial bids of the two bidders quoting same rate (qualified for L1), the work will be allotted to agency/service provider who has significant experience, (time period) of satisfactory work done in the related areas in the institutes or on draw of lot basis.*

3.23 The bidder is expected to examine all the instructions required for electronic submission of tendering bids. The detailed instructions are enclosed in the tender document and instructions for bidder for e-tendering.

3.24 The bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an approved certifying authority, by the Controller of certifying authorities, Government of India.

3.25 Manual submission of the bid without online submission/electronic tendering system by the bidder shall render the bid liable for outright rejection.

3.26 The bidders shall upload their technical offer containing documents, qualifying criteria, technical specification, schedule of deliveries, and all other terms and conditions except the rates (price bid). The bidders shall quote the prices in price bid format.

**4.TENDER DOCUMENTS:-** The tender document comprises of:

- 4.1 Notice of Invitation of Tender (NIT)
- 4.2 Price Bid
- 4.3 Terms and Conditions
- 4.4 Tender form for providing Support Services (Annexure-I)
- 4.5 Scope of work (Contractor's responsibilities for providing Support Services (Annexure-II)
- 4.6 Details of area to be serviced (Annexure-III)
- 4.7 Check list for Technical bid for providing Support Services (Annexure-IV)
- 4.8 Check list for Technical Evaluation for providing Support Services (Annexure-V)
- 4.9 Undertaking (Annexure-VI)
- 4.10 Form of Bank Guarantee for Bid Security (Annexure-VII)
- 4.11 Form of Bank Guarantee for Performance Security (Annexure-VIII)
- 4.12 Form of Service Agreement (Annexure-IX)
- 4.13 Benchmark for cleaning and sanitation services (Annexure-X)

**5. PREPARATION OF BIDS:-**

- 5.1 The bids and all accompanying documents shall be in English only.
- 5.2 Tender documents issued for the purposes of tendering as described in clause 4 and any amendments issued shall be deemed as incorporated in the Bid.

- 5.3 The bidder shall submit one copy of the Tender document and addendum, if any, thereto, with each name of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.
- 5.4 (a) The Bidder shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs2.00 Lacs (Rupees Twolacs) in lump sum it can be upto 10 lacs depending upon the no. of services to be outsourced amount in the form of Fixed Deposit Receipt or Term Deposit Receipt from a scheduled commercial bank or Bank Guarantee from a commercial bank in an acceptable form valid at least for one year in the name of DH&FW Society Mewat at Civil Surgeon, Nuh along with the Tender document.
- (b) The Bid Security will remain valid for a period of One Hundred & Eighty days beyond the final bid validity period. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award or the contract.
- (c) Earnest Money Deposit in any other form like bank guarantee or FDR/TDR for a period less than one year shall render the bid liable for outright rejection.
- 5.5 The Bid shall be addressed to the Civil Surgeon, Nuh submitted in the office of the Civil Surgeon, Nuh at the address given in the Tender document along with uploading of all the documents required for submission of tender bid.
- 5.6 The Bidder (each member in case of joint venture/partnership firms) shall furnish the details regarding total number of works, as stated in clause 2 completed during the preceding three years, which were similar in nature and complexity as in the present contract requiring supply of trained man power to provide support services.
- 5.7 The Bidder shall also furnish self attested copies of Income Tax Returns duly supported by Balance sheet/profit and loss account. This is very crucial document...check this very carefully
- 5.8 For Cleaning/Sanitation services the bidder shall quote the **rates per square meter** on area **"AS IS AND WHERE IS"** basis in Indian Rupees for the contract on a "single responsibility" basis such that the Tender price covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender Document in respect of the Cleaning/Sanitation Services at the 'Hospital'. **The rate per square meter should include all the expenses towards cost of labour, material required for housekeeping/cleaning, uniform & photo identity cards of personnel deployed by the contractor and all other statutory liabilities (like minimum wages, employers contributions of ESI, PF contributions, service tax, service charges and all kinds of other taxes, if any) which should be clearly stated by the contractor.****
- 5.9 The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.
- 5.10 Conditional bids/offers will be summarily rejected. Very important...
- 5.11 The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. If the Bidder comprises a partnership firm or a joint venture, the Form of Bid shall be signed by a duly authorized representative of each member of

participant thereof. Signatures on the form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

5.12 This agreement shall be effective for a period of one year with effect from \_\_\_\_\_ upto \_\_\_\_\_ on such terms and conditions as may be deemed fit and proper by the 'Hospital'. The 'Hospital' shall have the right to terminate this agreement even before one year at a notice of 30 days if similar tender is floated by the O/o DGHS/MD-NHM/ED-HSHRC.

## **6. DELIVERY OF BIDS**

### **FOR PHYSICAL SUBMISSION OF BID:-**

6.1 The bidder shall, on or before the date and time given in the Notice Inviting Tender, submit his bid in two parts (Technical Bid, Earnest Money) each part in a separate sealed cover as under:-

6.1.1 **Envelop A :-**The **earnest money** in separate sealed cover super scribed as "Earnest Money for contract of support services - *CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE*, Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook *and* Security Guard at various community health centre (CHCs) in District Nuh.

6.1.2 **Envelop B :-**The **Technical Bid** shall be placed in separated sealed cover duly super scribed as "Technical Bid for contract of support services i.e. *CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE*, Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook *and* Security Guard at various community health centre (CHCs) in District Nuh, due on 04.09.2017 at 05.00 P.M.

6.1.3 The Price Bid shall be submitted on-line and hard copy of same is required.

All the above two sealed covers should be put in another envelope which will form the main cover. The main cover shall be submitted and addressed to this office viz. Civil Surgeon, Nuh. The outer most cover should be clearly super subscribed "Tender for contract of support services -Cleaning, Housekeeping, Sanitation, GDA, Laundry & Horticulture in various community health centre (CHCs) and Sub-Divisional Hospitals (SDHs)in District Palwal. All the envelopes should bear the name and postal address of the bidders and shall bear the address of this office as given above. The time and date of opening of price bids will be intimated to the tenders later, after evaluation of technical bids. Both the bids shall be kept valid for acceptance for 180 days after opening the technical bids. The 'Hospital' will not be responsible for any postal delay or any other cause that may lead to delay in the receipt of price bid/documents in this office beyond the stipulated date and time stated in the tender document.

### **FOR ON-LINE SUBMISSION OF BID:-**

The tender shall be submitted on line by the tenderer in the following manner :-

- |    |                                  |  |
|----|----------------------------------|--|
| a) | Fee:                             | Scanned copy of Bid Document Cost and Earnest money deposit.   |
| b) | Pre-qualification/<br>Technical: | Scanned copies of the pre-qualification documents, technical parameter /technical bid as per annexure in DNIT. |
| c) | Financial:                       | Financial bid along-with service charges for providing the manpower  |

for support services to be submitted mandatory online by the bidder

**6.2 The following documents constitute part of the technical bid:-**

- a) One self attested recent passport size photograph (s) of the authorized person (s) of the firm agency with name, designation, office/residential address and office telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names address and telephone numbers of Directors/Partners also;
- b) Self attested copy of PAN card under Income Tax Act;
- c) Self attested copy of Service Tax Registration Number;
- d) Self attested copy of Valid Registration No. of the Agency/Firm;
- e) Self attested copy of Valid Employees Provident Fund Registration Number;
- f) Self attested copy of Valid ESI Registration Number;
- g) Self attested copy of Valid License and Number under Contract Labour Act and under any other Acts/Rules;
- h) Proof of Average Annual Turnover as stated in clause 2 supported by audited Balance Sheet;
- i) Proof of experience as stated in clause 2 supported by documents from the concerned organizations;
- j) Details of manpower and supervisors proposed to be deployed by bidders in each shift in the areas specified in Annexure-III;
- k) Duly filled and signed Annexure-IV, V and VI;

6.3 The Bid document arranged in conformity with clause 6 should be put in the Tender Box which is available at reception of office of the Civil Surgeon, NUH.

6.4 **One hard copy of all the above documents.**

**7. LATE AND DELAYED TENDERS:-**

- 7.1 Bids must be received in the 'Hospital' at the address specified in clause at 6.3 above not later than the date and time stipulated in the Notice Inviting Tender. The 'Hospital' may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the 'Hospital' and the bidder will be the same.
- 7.2 Any bid received by the 'Hospital' after the due date and time as stipulated above, shall not be considered and will be returned unopened to the bidder.

**8. BID OPENING AND EVALUATION:-**

- 8.1 The authorized representatives of the 'Hospital' will open the Pre-Qualification/Technical Bids and Earnest Money in the presence of the Bidders or of their representatives who may choose to attend at the appointed place and time.
- 8.2 The Bid of any bidder who has not complied with one or more of the conditions will be summarily rejected at the sole discretion of the 'Hospital'.
- 8.3 Conditional bids will also be summarily rejected.
- 8.4 Subsequently, the technical bids will be evaluated as per the methodology given in the Annexure-V of the tender document.
- 8.5 Financial bids of only the technically qualified bidders and those accompanied by satisfactory Earnest Money Deposits will be opened for evaluation in the presence of qualified bidders.

**8.6 Technical bids of only those bidders will be downloaded for evaluation who have submitted the earnest money deposit as desired.**

**9. RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS :-**

- 9.1 The 'Hospital' is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate tendering process.
- 9.2 The 'Hospital' may terminate the contract if it is found that the agency is black listed/debarred on previous occasions by any of the Departments/Institutions/Local Bodies/Municipalities/Public Sector undertaking etc. of Central or any State Government/Union Territory.
- 9.3 The 'Hospital' may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

**10. AWARD OF CONTRACT**

- 10.1 The 'Hospital' will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactory as per the terms and conditions incorporated in the bidding document.
- 10.2 *The 'Hospital' will communicate the successful bidder by letter transmitted by Registered post that his bid has been accepted. This letter (hereinafter and in the conditions of contract called the "Letter of Offer") shall prescribe the amount that the 'Hospital' will pay to the contractor in consideration of the execution of work/services rendered by the contractor and basis of wages to the worker by the service provider as per minimum wages notified by the Haryana Government.as applicable on date of publication of advertisement and in compliance to minimum wages notified by Haryana Government General Administration Department vide memo no. 43/5/2001-3GSII dt. 02.06.2014 and as amended from time to time will be considered as minimum wages.*
- 10.3 The successful bidder will be required to execute a contract agreement in the form specified in Annexure-IX within a period of 30 days from the date of issue of 'Letter of Offer'.
- 10.4 The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of "Letter of Offer" for an amount equivalent to 5% of the value of the contract in the form of Fixed Deposit or Term deposit receipt from a commercial Bank, or Bank Guarantee from a commercial bank in an acceptable form (Annexure-VIII) in favour of DH&FW Society Mewat O/o Civil Surgeon, Nuh . The Performance Security shall remain valid for a period of six months beyond the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.
- 10.5 Failure of the successful bidder to comply with the requirement of above clause shall constitute sufficient grounds for the annulment of the award and forfeiture of bid security.

**TERMS AND CONDITIONS OF CONTRACT**

1. The work shall be executed as per the scope of work as is defined in Annexure-II of this document.
2. Number of trained manpower that will be deployed to carry out the support services including the supervisory staff required to do the work in each areas has to be specified by the contractor in technical

bid of the tender. **Further, the contractor will provide the required necessary training to all the manpower before engaging for service.** *The service provider will certify on the check bills / affidavit that the none of the employee engaged by him in the contract for the district hospital is working or engaged on any other contract or service at different place.*

**2 (a) Manpower for Sanitation: @ one person for 300 Sq. Mtr. areas hence contractor has to provide as require persons for cleanliness at various community health centre (CHCs) in District Nuh, to be adjusted as per requirement round the clock.**

3. The staff engaged by the contractor shall be available at all the times as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the 'Hospital'. Round the clock supervision must be provided to ensure correct performance of the said support services in accordance with the prevailing assignment instructions agreed upon between the two parties.

4. The contractor shall be responsible to provide immediate replacement of any staff deployed by him, who is not available for duty at the place of posting **and also provide the manpower during the leave period and rotational duty off period of engaged worker.**

5. The tenderer(s) are directed to submit their reasoned .

6. justified rates of their Administrative charges after taking into consideration the deduction of TDS and other statutory deductions payable at source etc. **The quoted Administrative/Service charges by the tenderer shall remain valid for the whole period of contract ( i.e. covering the total period of agreement) and no enhancement in the rates under any circumstances shall be allowed,** by taking into consideration all his statutory obligations as well as his sole responsibilities as an employer/service provider of the persons to be engaged/employed by him for the execution of this Service Agreement.

**\* Service provider some time offers administrative charges/services charge at (zero) 0 % \*or margin, which is practically not possible. Such service providers who offer services at zero margins should not be given contract and disqualified.**

## **7. Penal Provisions.**

a) In case the contractor fails to commence/execute the work as stipulated in the agreement (or unsatisfactory performance or does not meet the statutory requirement of the contract) the 'Hospital' reserves the right to impose the penalty as detailed below:-

(i) 20% of cost of order/agreement per week up to four weeks delays.

(ii) After four weeks delay, the department may cancel the agreement and get this job carried out preferably from any other agency from the open market. The difference in cost, if any, will be recovered from the defaulting contractor as damages at double the rate of payment and he shall also be black listed for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

b. If cleanliness is not observed upto the satisfaction of the authorized officer of the 'Hospital', a penalty of Rs. 500 per complaint will be imposed on the contractor depending on the evaluation criteria referred to in Annexure-II. If horticulture work, laundry work, work by any GDA is not observed upto the satisfaction of the authorized officer of the 'Hospital', a penalty of Rs. 500 per complaint will be imposed on the contractor depending on the evaluation criteria referred to in Annexure-II.

- c. *In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel and verified by the competent authority, a penalty of Rs. 500 to 1000, depending upon the severity of the complaint, for each such incident shall be levied and the same shall be deducted from contractor's bill. Further, the concerned guilty person shall be removed by the contractor.*
- d. The Competent Authority for imposing the penalty shall be the Civil Surgeon, Nuh.
8. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Registration & Abolition) Act 1970, EPF, ESI and Private Security Agencies (Regulation) Act, 2005 for providing security services etc. with regard to the personnel engaged by him for providing support services. It will be the responsibility of the contractor to provide details of all manpower deployed by him in the 'Hospital' and to the Labour Department.
9. The contractor shall be liable to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF and ESI are concerned, it shall be the duty of the Contractor to get PF/ESI code number allotted by RPFC/ESI against which the PF/ESI subscription deducted from the payment of the **each** personnel engaged and equal amount of employer's contribution should be deposited with the respective PF/ESI authorities within seven days close of every month. Complete particulars of the employees engaged for the providing support services are required to be submitted to the 'Hospital'. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within stipulated time, the 'Hospital' will be entitled to recover an equal amount from any money due or that may accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC/ESI on behalf of the contractor.
10. The 'Hospital' shall have the right to ask for the removal of any person deployed by the contractor, who is not found to be competent and orderly in the discharge of his duties and may direct the contractor, to have any person removed who is considered to be undesirable or otherwise and similarly contractor reserve the right to change the staff but with prior intimation to the 'Hospital'.
11. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
12. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard be submitted to the 'Hospital' and Medical Examination of **each employee for fitness before employing in the hospital.**
13. The contractor shall maintain a register on which day to day deployed of personnel shall be entered. The authorized official of the 'Hospital' will countersign this.
14. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
15. The contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the 'Hospital' and shall not knowingly lend to any person or company and of the effects of the 'Hospital' under its control.
16. The Support Services staff engaged by the contractor shall not accept any gratitude or reward in any shape from any patient/attendant or visitor to the 'Hospital'.
17. The contractor shall be responsible to maintain all property and equipment of the 'Hospital' entrusted to it. Any damage or loss caused by contractor's persons to the 'Hospital', in whatever shape, would be recovered from the contractor.
18. The personnel supplied have to be extremely courteous with very pleasant manners in dealing with the staff/visitor, especially with females, children, and senior citizens and should project an image of utmost

discipline. The 'Hospital' shall have the right to have any person removed in case of patient/staff/visitor complaints and verified by the concerned designated officials, or as decided by representative of the 'Hospital' if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange suitable replacement in all such cases within a reasonable period in consultation with the 'Hospital' **and provide a different uniform for each category of worker.** Insanitary conditions arising due to staff absentees or late reporting of staff should attract penalty as per clause 5 b.

**19. Procedure for release of payment:-**

As per instructions issued by the Chief Secretary, Govt. of Haryana vide letter No. 43/5/2001-3GS-II, dated 02.02.2014 and endorsed by the Director General, Health Services, Haryana, Panchkula on dated 10.10.2014 payment to the contractor/service providing agency will be made as under :-

- A) The service providing agency will open an ESCROW Account in any nationalized/public sector bank jointly with Civil Surgeon, Nuh and concerned bank. All the charges of ESCROW Account and tri-party agreement etc. will be borne by the service providing agency.
  - B) Wages to the staff employed by the contractor/service providing agency will be transferred to the "Aadhar Seeded Account" of concerned employee through net banking/NEFT as verified by the contractual agency after deducting of employee's share of EPF/ESI. The service providing agency will not be allowed to deduct any other charges such as administrative charges/uniform/identity charges etc. in any case.
  - C) As per instructions issued by Govt. of India, Ministry of Finance service tax will be deposited by the service providing agency on line through net banking, hence service tax will be re-imbursed to service providing agency after submission of proof of deposit of service tax, it will be responsibility of service providing agency to deposit 100% service tax collected from the Govt. Department.
  - D) EPF/ESI share of employer/employee will be transferred to the account of service providing agency after submission of proof of deposits of both employer/employee share (dossier (ECR)) of deposit of both these charges through net banking online. No advance for deposit of EPF/ESI will be given in any case.
  - E) Service charges of the agency will be transferred to the account of service providing agency after deduction of income tax/penalty or other recovery imposed by the department.
  - F) The contractor will submit the claims indicating the name of each and every worker his wages, EPF and ESI nos. etc. as per the Performa issued by the State Government vide letter dated 12.01.2011 dully verified by the hospital by 5<sup>th</sup> of each month.
  - G) Due to non payment of wages if staff employed by him/it goes on strike, then contractor/service providing agency will be solely responsible and wages of strike period will be deducted from the payment to be made to contractor/service providing agency.
  - H) Contractor/service provider will have to produce a register of wages or the register of wages cum muster roll of engaged worker of the previous/preceding month along with the bill by the 5<sup>th</sup> of every month after due verification by the Officer as appointed for the purpose by the 'Hospital'.
  - I) The contractor shall open Bank Account in Nationalized Bank at District Nuh within 15 days of assumption of contract and maintain it until the duration of the contract.
  - J) The payment will be released after the deduction of any penalty that may be imposed by the Competent Authority as per contract agreement.
  - K) The Income Tax will be payable by the Contractor and shall be deducted at source as per law.
20. That in the event of any loss occasioned to the 'Hospital' as a result of any lapse on the part of the contractor and that may be established after an enquiry conducted by the 'Hospital', the said loss may be claimed from the contractor up to the value of the loss. The decision of the Head of the 'Hospital' will be final and binding on the contractor.

21. The contractor will deploy supervisors as per the need given by the 'Hospital'. The supervisor shall be required to work as per the instructions of 'Hospital'.
22. The contractor shall ensure that its personnel shall not at any time, without the consent of the 'Hospital' in writing divulge or make known any trust, accounts matter or transaction undertaken or handled by the 'Hospital' and shall not disclose any information about the affairs of 'Hospital'. This clause does not apply to the information, which falls in the domain of public knowledge.
23. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expensed/fines. The concerned contractor's personnel shall attend the court as and when required.

**24. Force majeure:-**

If at any point of time during the currency of the contract, either party is subject to force majeure, which can be termed as Civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall because of such event be entitled to terminate the contract in respect of such performance of their obligation. The obligations under the contract shall be resumed as soon as practicable after the event has ended or ceased to exit. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, which is more, either party may at its option terminate the contract.

25. The contractor shall deploy his personnel only after the approval of the 'Hospital'.
26. "**NOTICE TO PROCEED**" means the notice issued by the 'Hospital' to the contractor communicating the date from which the work/services under the contract are to be commenced.
27. If such contractor is a joint venture/partnership of two or more persons, all such persons shall be jointly and severally liable to the 'Hospital' for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/partnership shall not be altered without the approval of the 'Hospital'.
28. The contract period shall be for a period of one year.
29. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices or causing any loss of revenue to the 'Hospital', it shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
30. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the 'Hospital' may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the 'Hospital' from the contractor.
31. If any money, as the result of any instructions from the Labour Authorities or claim or application made under any of the Labour laws, or Regulation, be directed to be paid by the 'Hospital' such money shall be deemed to be payable by the contractor to the 'Hospital' within seven days. The 'Hospital' shall be entitled to recover the amount from the contractor by deduction form money due to the contractor or from Performance Security.

32. The contractor shall make the list of staff going to be deployed shall be made available to the 'Hospital' and if any change is required by of, the 'Hospital' fresh list of staff available after every change.
33. The contractor shall identify and hold the 'Hospital' protected/safe from and against all claims, damages, losses, and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
34. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970.
35. The contractor shall not employ any person below the age of 18 years. Manpower so engaged shall be trained for providing support services in the 'Hospital' before joining. In addition, 'Hospital' may also arrange training in batches for the deployed manpower from time to time. During this training, contractor shall have to arrange for substitute for the staff undergoing training.
36. Only physically fit personnel shall be deployed for duty by the contractor and they should be fully immunized against 'Hepatitis B'.
37. The contractor shall ensure that the Support Services staff shall not take part in any staff union and association related activities.
38. The 'Hospital' shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
39. The 'Hospital' shall not be under any obligation for providing employment to any of the worker for the contractor after the expiry of the contract. The 'Hospital' does not recognize any employee employer relationship with any of the workers of the contractor.
40. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the 'Hospital' from the contractor.
41. If any underpayment is discovered, the amount shall be duly paid to the contractor by the 'Hospital'.
42. The contractor shall provide copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the 'Hospital'.
43. The contractor will have to deposit the proof of having deposited employer/employee's contribution towards EPF/ESI etc. of each employee every month.

**44. OBLIGATION OF THE CONTRACTOR.**

Contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the employer fully indemnified against liability of any tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

45. The 'Hospital' will deduct income tax at source under section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.

**46. DISPUTE RESOLUTION:-**

- a) Any dispute and or difference arising out of or relating to this contract will resolve through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussion, then the matter will be referred for adjudication to a sole Arbitrator which would be either Deputy Commissioner/Additional Deputy Commissioner of the concerned district.
- b) The award of the sole arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by the Indian Arbitration and Conciliation Act 1996 as amended from time to time.

The cost of arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/services to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at district Faridabad.

47. The 'Hospital' reserves the right to cancel or reject all or any of the tender without assigning any reason.

48. Any act on the part of the tenderer to influence anybody in the 'Hospital' is liable to rejection of his tender.

49. **Surprise Check:** The Civil Surgeon, Nuh nor any other officer so authorized shall be at liberty to carry out any surprise check on the working of the person(s) so deployed by the Service Provider in order to ensure that the required number of person(s) are deployed and that they are performing their duties efficiently and satisfactory and submit their report to the competent authorities. The service provider will subject himself for regular checking and provide regular reports to the administration or competent authority as per the guidelines or terms and conditions laid down by the authorities. In case, any person so deployed by the Service Provider is not upto the mark or performs his duties improperly or indulges in any unlawful act or disorderly conduct, the Service Provider shall take suitable action against such employees. In case of any complaint/defect/deficiencies so pointed out by the said authorities in writing, the Service Provider shall immediately take notice of the same and replace the particular person(s) so deployed. Further, the service provider will submit the mandatory regular reports of satisfactory work done and daily attendance sheet of the workers engaged by him after getting duly verified by the person nominated by the hospital.

**50. JURISDICTION OF COURT:-**

*The courts at **concerned district** shall have to exclusive jurisdictions of that area ,will try all disputes, if any, arising out of this agreement between the parties.*

**PRICE BID FOR CLEANING, HOUSEKEEPING AND SANITATION SERVICES**

**DESCRIPTION OF WORK**

Providing Sanitation Services as per Annexure-II of Tender document:-

Sr. No	Area where services are required	Covered area to be outsourced in m <sup>2</sup>	Total covered Area in m <sup>2</sup>	Rate per square meter (in Rs.) in words & in figures
1.	CHC Nuh ( Functional Area )	2380.65 Sqm	2380.65 Sqm	

2	CHC Punhana( Functional Area )	1992.77 Sqm	1992.77 Sqm	
3	CHC Firozpur Jhirka( Functional Area )	2041 Sqm	2041 Sqm	

## **UNDERTAKING**

I agree to provide 21 sanitary attendants/sweepers round the clock for above mentioned areas.

- a) Total salary for the employee (including all kind of benefits to the employees, cost of sanitary material , other equipment's) = \_\_\_\_\_
- b) Service charges of the contractor (In Rs. Per Month) = \_\_\_\_\_
- c) Total cost per month (a+b) which is depicted as rate per sq. meter = \_\_\_\_\_

**Note:-**Rates quoted will include all statutory obligations of the contractor under EPF, ESI Minimum Wages Act, Contract labour (R&A) Act, weekly-off replacement charges, cost of uniform, identity cards of personnel deployed by the contractor/Sanitation material including bins and bags as mentioned in Annexure-II all kinds of taxed services charges, etc. of the agency. The rate quoted shall be for per square meter area.

1. The contract is for one years and further extendable for one year only (i.e. for total period of two years only .
2. The contractor shall quote rates inclusive of all consumables, equipment's and manpower.
3. Service charges quoted by the contractor will be frozen for a period of two years.
4. The bidder shall be responsible for all the costs associates with the preparation of its proposal and its participation in the bidding process.
5. All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the number, rates and amount tendered by him/them in figures and as well as in words. Alterations, if any unless legibly attested by the tenderer shall disqualify the tender. The tenderer shall take care that the rate and amount is written in such a way that interpolation is not possible. No blanks space should be left which would otherwise make the tender liable for rejection.
6. *Service provider some time offers services charge at (zero) 0 % or margin, which is practically not possible. Such service providers who offer services at zero margins should not be given contract and disqualified.*
7. Salary to be calculated as per the price bid table depicted below for GDA, Laundry/Dhobi & Mali.
8. **Minimum wages as notified by the Haryana Government, as applicable on date of publication of advertisement and in compliance to minimum wages notified by Haryana Government, General Administration Department, vide memo no. 43/5/2001-3GSII dt. 02.06.2014 and as amended time to time will be considered as minimum wages.**

Signature of Contractor/Authorized Representative of Firm/Joint Venture

**PRICE BID FOR GDA/DHOBI/MALI/SUPERVISIOR:-**

Type of Service	Minimum Wage s Rate in Rs.	ESI (4.75%) in Rs.	EPF - 13.16% in Rs.	Service Tax -18 % in Rs.	Service Charges to be quoted by contractor	Total in Rs.	Number of persons Approved	Budget for salary for one month	Estima ted cost of one year
Ward Servant/ GDA	11000	522.5	1448	11000			36		
Dhobi	11000	522.5	1448	11000			3		
Mali	11000	522.5	1448	11000			3		
Security Guards (Without Weapon)	11000	522.5	1448	11000			9		
<b>Total</b>									

**NOTE :-** Points depicted 1 to 8 in the note of Price Bid for Cleaning, Housekeeping and Sanitation will also be applicable for the Price Bid of GDA, Laundry/Dhobi and Horticulture/Mali.

### **DISTRIBUTION OF MANPOWER AS PER INISITUTION**

Sr. No.	Tpye of Services/Manpower	CHC Nuh	CHC Punha na	CHC Forozpur jhirka	Manpower approved
1	Clanning& Sanitation Services	8	6	7	21
2	Ward Servant/GDA	12	12	12	36
3	Mali	1	1	1	3
4	Dhobi	1	1	1	3
5	Security Guards (Without Weapon)	3	3	3	9

### **PRICE BID FOR ELECTRICIAN, PLUMBER, SEWERMAN, COMPUTER OPERATOR, COOK**

Sr. N o.	Category of post	Catego ry	Wage rate fixed by DGHS	ESI @ 4.75% of minimum wages	EPF @ 13.16% of minimum wages	Service Charge s to be quoted by the contrac tor	Sub Total	Service TAX @ 18% of minimum wages	Grand Total wages per persons per month	No.of persons required
1	Electricia n	Semi Skilled	11500	546	1513					3
2	Plumber	Semi Skilled	11500	546	1513					3

3	Sewerman	Unskilled	11000	522.5	1448					3
4	Computer Operator	Skilled	16000	629	1744					6
5*	Cook	Skilled	11000	522.5	1448					3

### **DISTRIBUTION OF MANPOWER AS PER INISITUTION**

<b>Sr. No.</b>	<b>Tpye of Services/Manpower</b>	<b>CHC Nuh</b>	<b>SDH Punhana</b>	<b>CHC Firozpur jhirka</b>	<b>Manpower approved</b>
<b>1</b>	<b>Electrical</b>	1	1	1	3
<b>2</b>	<b>Plumber</b>	1	1	1	3
<b>3</b>	<b>Sewerman</b>	1	1	1	3
<b>4</b>	<b>Computer Operator</b>	2	2	2	6
<b>5*</b>	<b>Cook</b>	1	1	1	3

1. \* Manpower will only be engaged where kitchen facilities & diet budget is available.
2. Local manpower if available will have to be engaged on preference.

Signature of Contractor/Authorized Representative of Firm/Joint Venture

**ANNEXURE-I**

Affix duly attested  
PP size recent  
photograph of the  
prospective bidder

**O/o CIVIL SURGEON, Nuh,**

**Health Department, Haryana**

**(TENDER FORM FOR PROVIDING Support Services i.e CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE, Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook at various community health centre (CHCs) and Sub-Divisional Hospitals (SDHs) in District Palwal, Haryana**

1. Cost of tender Form Rs. 2000.00
  
2. Due date for tender \_\_\_\_\_
3. Opening time and date of tender \_\_\_\_\_
4. Names, address of Firm/Agency and Telephone numbers. \_\_\_\_\_
5. Registration No. of the Firm/Agency \_\_\_\_\_
  
6. Name, Designation, Address and Telephone No. of Authorized person of Firm/Agency to deal with. \_\_\_\_\_
7. Please specify as to whether Tenderer is sole Proprietor/Partnership firm. Name and Address and Telephone No. of Directors/Partners should be specified. \_\_\_\_\_
8. a) Copy of PAN card issued by income Tax Department. Attached or not attached
  
- b) Copy of previous three financial year's Income Tax Returns (Attached or not) Attached or not attached
9. Employees Provident Fund Account No. \_\_\_\_\_
10. ESI Number \_\_\_\_\_
11. License number under Contract labour (R&A) Act, if any \_\_\_\_\_
12. Details of Bid Security Deposit \_\_\_\_\_

- a) Amount Rs. \_\_\_\_\_
- b) FDR No. TDR No. or Bank guarantee \_\_\_\_\_
- c) In favour of \_\_\_\_\_
- d) Date of issue \_\_\_\_\_
- e) Name of issuing authority \_\_\_\_\_
- 13. Details of ISO certification \_\_\_\_\_
- 14. Any other information \_\_\_\_\_
- 15. Declaration by the bidder \_\_\_\_\_

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

(Signature of the bidder)  
Name and address (with seal)

**ANNEXURE-II**

**OFFICE OF CIVIL SURGEON, PALWAL**

**ANNEXURE-II**

**SCOPE OF WORK/CONTRACTOR'S RESPONSIBILITIES FOR Support Services i.e CLEANING, HOUSEKEEPING, SANITATION, GDA, LAUNDRY, HORTICULTURE, Additional Support services i.e. Electrical, Sewerman, Plumber, Computer Operators, cook at various community health centre (CHCs) and Sub-Divisional Hospitals (SDHs)in District Nuh, Haryana**

The contractor shall provide round the clock sanitation services in 'Hospital' in the specified area as given Annexure-III.

- a) Wet mopping and vacuum cleaning would be done for cleaning within 'Hospital' premises. Booming and dusting is not permissible. Bidders offering mechanized cleaning will be given preference.
- b) Contractor shall ensure cleaning of every area of the 'Hospital' including all furniture and furnishings, grills, windows, air conditioner, sign boards, notice boards, switch boards, lifts, fire fighting equipment, CCTV, Public address system etc., dewatering and water filling of water cooler.
- c) Contractor would ensure cleanliness throughout the day & night in the Hospital. While doing cleaning at night hours contractor would ensure that patients and attendants are not disturbed.
- d) They would provide clean urine pots, bed pans, sputum pots or other equipment as and when required.
- e) Waste disposal of the specified areas is the responsibility of the contractor. It should be the responsibility of the contractor to ensure Biomedical Waste Disposal as per Bio-medical Waste Management Rules 1998 with amendment in 2003, any amendment that may occur during course of execution of contract. Failing to abide by the statutes under the provision of above mentioned rules would invite penal actions.
- f) Contractor would be responsible to provide all cleaning materials, Biomedical waste Management materials and equipment as per the quantity and quality approval by the committee constituted by the Hospital. Indicative lists are given in Schedule-1,2 and 3.
- g) Mechanized equipment wherever required would be procured, used and maintained by the contractor. Indicative list is given in Schedule-3.
- h) They would ensure that proactive efforts are made to report any non-functional water seal traps, bottle traps, washbasins/sinks/urine pots/waste pipes or other sanitary fittings and these are got rectified from Engineering Departments of the Hospital.
- i) Washing/scrubbing of OT's Dressing Rooms treatment rooms & washing of OT chappals/slippers. Adherence to infection control guidelines as specified by the Hospital in special areas like OT, Emergency, Minor OT, Recovery, labour rooms, ICU, NICU, CSSD etc..are to be followed from time to time.
- j) *Person engaged should be well uniformed and should have appropriate protective gear such as puncture proof gloves, mask, shoes, caps etc. And should wear photo-identification tag. Sanitation of building*

*including bathrooms and toilets may be done with the approved materials (as approved by the hospital committee). A log is to be maintained on 1-2 hourly basis, which is prominently displayed about the cleaning schedule being followed in that area. The housekeeping supervisor so engaged by the contractor would ensure round the clock cleanliness and dust free environment inside the bathrooms and toilets.*

- k) Sanitation of building including bathrooms and toilets may be done with the approved materials (as approved by the hospital committee). A log is to be maintained on 1-2 hourly basis, which is prominently displayed about the cleaning schedule being followed in that area. The housekeeping supervisor so engaged by the contractor would ensure round the clock cleanliness and dust free environment inside the bathrooms and toilets.
- l) The contractor would also supply plastic buckets, mugs wherever required of appropriate capacity.
- n) *The 'HOUSEKEEPING' shall be deemed to include changing drapes, upholstery shampooing, exchanging linen, newspaper distribution, trash and garbage removal, and all other services related to or connected with providing Housekeeping services in general practice. (including carrying of dead body from ward to mortuary pending necessary formalities/paper work)*
- o) *For rendering the above said services the contractual agency (to which the services are outsourced) will engage the services of fully trained and skilled people as per the hospital requirement (including supervisory staff like Sanitation Inspector duly qualified from a authorized institution.*
- p) The contractor shall ensure that the infection control guidelines are followed by the sanitation, housekeeping, GDA staff at all times.
- q) GDA(General Duty Assistants)/Ward Attendants the contractor shall provide round the clock (General Duty Assistants)/Ward Attendants in 'Hospital' in the specified area as given Annexure-III (a).
- r) The GDAs posted in the IPD/wards will assist the staff nurses on duty in her routine chores. It will also include patient transfer with safety, carrying of medicine, equipment from store etc., queue formation at various places, accompanying patient at the time of referral in ambulance, sterilization and maintenance of the equipment, management of reception counter, management of registration and receipt counters if required and miscellaneous works as and when required by the hospital authorities.
- s) The cleaning and sanitation services of other miscellaneous areas of the hospital like cantilever, walls of the building, outer projections over the walls or any other area in the specified area of the hospital would also be provided by the contractor. The time and frequency of cleaning of these miscellaneous areas would be decided by the hospital authorities and shall be binding on the contractor.

### **Evaluation Criteria for checking sanitation**

Authorized officials would check the cleanliness periodically. Following criteria would be used to check the level of cleanliness round the clock.

1. There should not be any dust/cobweb/stains of any kind at any area-floor/walls/roofs/windows&doors/stairs electrical fitting/fans/coolers/AC's/Beds/furniture of fixtures or any other area in the 'Hospital'.
2. Toilets should be clean and dry.
3. There should not be any foul smell from anywhere at any point of time.
4. There should not be any blockage of drains except engineering faults.
5. Any solid waste like bottles, plastics etc. Should not be found recoverable from any drain.
6. All patient trolleys and wheel chairs should be clean and no waste material should be dumped on these.

7. No waste bin should be overfilled (more than 3/4<sup>th</sup>). There should not be any spillage at the point of collection and during transportation.
8. Sweeping/dry mopping is not to be done within 'Hospital's indoors. Only wet mopping and vacuum cleaning is to be done.
9. The checklist in the toilets of cleaning done "when" & "by whom" checked by "Supervisor" on two hourly basis, should be properly logged & signed with date & time at all times.
10. Sanitation/ Housekeeping Staff should always be in their uniform (Clean & tidy) with Identity card properly displayed while on duty.
11. Sanitation/ Housekeeping Staff is aware of all the biomedical waste disposal rules. Non-compliance to these statutes will invite penal action.

## **12. Schedule-1**

### **INDICATIVE MATERIAL REQUIRED FOR SANITATION(Material Inspected and Approved by the Hospital Committee ) :**

- I. Cleaning materials from ISI approved companies.
- II. Disinfectant with deodorant (concentrated) ISI mark (Reputed brand)
- III. Plastic bucket toilets capacity 18 liters with one mug 1 ltr capacity (Cello/Poly set)
- IV. Naphthalene Balls (Reputed Brand)
- V. Sodium Hypochlorite 1%.
- VI. Toilet Soap (ISI approved).
- VII. Protective gears i.e. gloves, masks, shoes, caps etc.

## **Schedule-2**

### **Materials for Bio-Medical Waste Management/Bins and bags. (Material Inspected and Approved by the Hospital Committee ) :**

*The biomedical waste management is to be done as per the laid down statutory guidelines in letter and spirit amended from time to time by appropriate authority. It will be the responsibility of the service provider to follow these guidelines strictly, any indiscipline or deviation from said statutory guidelines ,shall be the sole responsibility be on the service provider. Any penalty and losses due to violations of these guidelines , if imposes on the hospital , these shall be borne by the service provider.*

*Minimum number of colour coded bins required in the area of service for segregation of waste should be appropriate for the need. The number and size of colour coded polythene bags may be calculated based on existing norms.*

The size of polythene bags required for different capacity bins is as under:-

<b>Size of bins</b>	<b>Size of Polythene bags</b>
18 ltrs.	20x20
40 ltrs.	24x36
100 ltrs	33x40
120 ltrs	33x44

### **Schedule-3**

#### **Indicative list of Equipment/Gadgets/Machinery to be used in cleaning etc. (Material Inspected and Approved by the Hospital Committee) :**

- I. Dry vacuum cleaners
- II. Floor scrubbers cum wet drier (Walk Behind Type)
- III. Bio Medical waste transportation trolleys with covers.
- IV. Wet Jet washers.
- V. Cob Webber
- VI. Floor Mopper (Trolley mounted)
- VII. Floor wiper
- VIII. Glass Cleaning Roller
- IX. Aluminum ladder for cleaning purpose
- X. Duet pan/Color coded waste bins with appropriate lids
- XI. Wheel barrows

**Any other provisions as advised by the 'Hospital' may be incorporated in the agreement. The same shall also be binding on the contractor.**

(the concerned departments may also include any items other than that referred to above as per their requirement).

### **SCOPE OF WORK/CONTRACTOR'S RESPONSIBILITIES FOR LAUNDRY & HORTICULTURE**

#### **1. Laundry Services :**

The contractor/contracting agency shall provide manpower to launder/dry clean the hospital linen, which comprises of big/small linen items white & colored, blankets, plastic curtains/tapestry etc.. The laundry is to be operated on all days in one or more shifts depending upon the work load. The washed linen will be delivered within 24 hrs of receipt for processing.

*Soiled linen will be first segregated from the ordinary linen, washed with plain water , immersed in the 1% Na HO for at least 8 hours*

#### **Processes to be undertaken:**

- i. Collection and transport of the Dirty Linen: The contractor will be responsible for collection of the dirty linen from different areas and transport the same to laundry complex, in safe & covered trolleys, bags & bins.
- ii. Sorting, processing of the used linen with the standard laundering process including repairing (if required), finishing & packing. Transportation & delivery of the washed clothes in a covered trolley to the user area daily.
- iii. The contractor will identify torn linen at the time of collection, process & wash them. Only torn linen will be replaced by the hospital.

- iv. The contractor will be responsible for safe disposal of the left over chemicals, other washing material and other garbage produced in the laundry, as per the guidelines to be provided by the Hospital.
- v. Separate carts for transportation & storage of the dirty & washed linen will be used. The hampers & carts to transport soiled linen should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean linen.
- vi. The contractor will process linen as per the approved washing procedure and approved washing formulae.
- vii. Standard universal precautions (infection control guidelines) are to be followed while collecting & handling infected/soiled linen.
- viii. Bio-medical waste management rules, wherever applicable will be followed by the contractor.
- ix. The contractor will employ required (depicted) number of trained personnel for the purpose. The uniforms, aprons & other protective gears will be provided by the contractor. All workers will be immunized by the contractor before employment & during the course of employment as & when needed.
- x. All personnel involved in collection, transport, sorting & washing of soiled linen should be consistently & appropriately trained at frequent intervals especially for the use of appropriate personal protective equipments and be supervised to assure compliance with the protective measures.

**xi. Wash of the linen is to be done manually.**

- xii. The vendor shall be responsible for procurement of all detergents/washing chemicals of the specification as per approved washing formula (only from tested, trusted, reputed labs wherever possible ISI marked should be procured). The hospital authorities can make surprise checks to verify that the items used are as per approved formula and right quantity of these are being used.
- xiii. It shall be the responsibility of the contractor to maintain the provided premises clean and in sanitary conditions to the satisfaction of the hospital authorities. Anti-rodent and pest control measures will also be strictly followed and it will be the responsibility of the contractor to ensure that premises are free of these.
- xiv. The Hospital shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said Laundry store by the contractor. The premises provided to the contractor should only be used for the purpose as mentioned in the contract (i.e. Laundry services for Hospital Only). Under no circumstances, the premises are to be used for any other purpose, than what has been mentioned in the contract. The general safety & ensuring fire safety of the said premises is the responsibility of the contractor.
- xv. Space and accommodation- The space & accommodation for the laundry will be provided by the hospital to the contractor. At the time of termination of the contract, the contractor will have the liberty to either remove all his material (s), or to hand over to the next contractor. On the expiry or earlier termination of the contract the said premises shall be vacated peacefully and handed over to the Hospital in the condition as they have received.
- xvi. Electricity and water supply- These will be provided by the Hospital authorities.
- xvii. Supervision & Quality Control
  - The Hospital shall have the right to terminate the contract of the services rendered by the contractor, which are not of requisite standard.
  - Hospital authorities can check any washing chemical or detergent for inspection & analysis and if required to be sent for testing by the approved laboratory.

- Hospital authorities will have unfettered right to inspect the premise, process of laundry, finished product at anytime and the vendor will cooperate with the authorities.

## **2. Horticulture Services**

- A. The contractor/contracting agency shall maintain the lawns, plants, hedges, shrubs and flower beds etc., inside Hospital premises.
- B. All works shall be carried out strictly a per Standard Horticultural Practice.
- C. The Contractor shall ensure that the plants grow in a straight manner, required bamboo/casinopole supports shall be procured and placed at the appropriate time without any extra cost.
- D. Contractor shall be provided with water free of cost and supplied at available points at the site. However for further water distribution to different plantations, contractor shall make his own arrangement. No extra payment will be paid on this account.
- E. The contractor shall ensure that no area of lawns etc., is dried up for want of required maintenance works.
- F. All tools and plants i.e. lawn movers, sprays, spades, shovels, crowbars, garden shear and hose pipe etc. required for the work shall be procured/arranged by the contractor.
- G. Insecticides will be supplied by the Department at the departmental stores free of cost.
- H. Contractor shall make his own arrangement for transporting the same to the site from the store.
- I. Contractor shall ensure that the horticultural activities like mowing of lawns, mulching. Trimming the hedges etc., to be carried out periodically as mentioned in the schedule of quantities. Contractor shall take necessary approval and certificate for completion of each activity from the Engineer-in-Charge and maintain the record for the same.

## **SCOPE OF WORK/CONTRACTOR'S RESPONSIBILITIES**

The service provider/contractor would provide the required manpower for additional support services of various categories as per the minimum technical qualification and experience mentioned in Annexure-IX. Further, the service provider would provide the details of each manpower/worker of various categories regarding their technical qualification and experience and would submit the proof of the same to the authorities of the hospital. The Civil Surgeon, Nuh would have full right to verify and cross check at any point of time the eligibility and technical qualification of the manpower/worker and dispense the services of disqualified manpower/worker. Further, the service provider would provide replacement with the qualified manpower/worker within 24 hours.

### **1. Maintenance Wing:**

- A. Civil Maintenance( Carpenter/Mason):** To undertake the civil repair works on regular basis, in the hospital, the manpower will be provided by the contractor and the cost of material required during repairs will be borne by the hospital. Contracting firm / Contractor will provide at least one supervisor for supervision of all maintenance work who should also have

professional qualification in civil maintenance. The supervisor so engaged will take general maintenance rounds of the hospital on daily basis and will be responsible to attend and trouble-shoot the complaint. In case of major faults the supervisor will immediately inform the hospital authorities and take action accordingly. He would also maintain a separate log of such complaints/events. The Log-book so maintained will be signed by hospital representative on weekly basis. The civil maintenance will include:

- Repairs of Doors, Windows and Wardrobes, etc
- Easing of Doors, Windows and Ventilators by adjustment of Hinges, Hydraulic Door Closers, Floor Springs, Tightening of Nuts, Bolts and Spring Washers. Handles and Door Stoppers and Oiling whenever necessary for noiseless and smooth functioning

- Locating and doing the necessary repairs to stop the leakage/ seepage points in the Walls, Floor and Roof etc on smaller scale.
- Contract shall include inter-alia compulsory visit of an experienced carpenter / mason as and when required at a telephone call. However cost of the consumables will be borne by the Hospital.
  - Replacement of cracked/ broken doors and window glass panes of specified thickness and size fixed with the help of steel beading and screws in the aluminum/steel doors and aluminum windows.
  - Proper Oiling and Greasing of windows and doors as and when required. Contract shall include inter-alia compulsory visit of experienced glazier as and when required on a monthly basis. However cost of the consumables will be borne by the Hospital.
  - Apart from the above mentioned work, the service provider would provide maintenance services to the hospital as per the requirement of the authorities of district hospital. The payment of all such additional work will be on the basis of wage analysis and on the verification/certification by the Civil Surgeon, Nuh.

**B. Electrical Maintenance:** The contractor will provide round-the-clock electrician (s) who would ensure uninterrupted power supply in the hospital.

i) General Electrical maintenance:

Providing the services of skilled & experienced electrician (s) with the necessary set of electrical tools and helpers in order to attend to general electrical complaints and trouble shoot them on daily basis. Contractor shall claim the amount of consumable items from the Hospital, as per measurements of the actual work done and submission of bill.

ii) Maintenance of DG sets:

Providing the services of skilled & experienced DG Technician (s) with the necessary set of tools and helpers in order to ensure smooth operations of Diesel Generator and trouble shoot all kind of faults in Diesel Generator on daily basis.

**C. Public Health Works (Plumbers)**

i) Maintenance of water tank, water pipe lines, drainage lines, toilet and washbasins, urinals,

W/C, choke up of flushing tanks and flush lines, alteration of components, rectification of leakage, and repair of entire sewage system of the building, .  
Check the availability of water in the water tanks and fill the tanks as when required. Check the pressure of water supply in sanitation areas.

## **2. Computer Operators:**

The service provider/contractor would provide the required Computer Operators for different wings of the hospital as per the hospital requirements. The service provider/contractor would provide the Computer Operators as per the minimum qualification and experience mentioned in

## Maintenance&Repair:-

Maintenance & Repair will be carried out by the in house maintenance cell of the hospital.

**Cost** Maintenance and consumables will be borne by the hospital.

Sr. No.	Category
1	Electrician
2	Plumber
3	Sewer-man
4	Cook
5 *	Computer Operator

**The specific horticulture jobs would include:**

**A. Lawns**

Removing of weeds, rank vegetations and wild grown along with roots, cleaning of all dry leaves and rubbish from the lawns and watering of lawns shall be carried out as a continuous process. No weeds shall be visible appreciably at any time. Mowing of lawns shall be carried out at an interval of 15 (fifteen) days, so that the lawns have a trimmed look at any time. Natural and chemical manure shall be applied at required interval as per direction of Engineer-in-Charge.

**B. Seasonal flower beds**

Watering of the flower beds shall be carried out on everyday basis. Weeds shall be removed from the flower beds once in a week. Mulching and trimming shall be carried out once in 15 (fifteen) days. Application of fertilizers, pesticides, mixing and spreading of red earth and manure, planting of seasonal seedlings shall be carried out as and when directed by Engineer-in-Charge.

**C. Shrubs**

Shrubs shall be maintained by watering regularly. Necessary earthen bunds shall be made around the shrubs for pooling of water. Weeding shall be removed on weekly basis. Trimming shall be carried out once in 15 (fifteen) days. Fertilizers, pesticides shall be applied as and when required and directed by Engineer-in-Charge. Weeding should be at least around 1 m dia from the stem of shrubs.

**D. Hedges**

Watering shall be carried out on everyday basis and mulching once in a month, pruning and trimming once in 15 (fifteen) days. Weeding shall be carried out on regular basis and application of fertilizers, pesticides as and when required and directed by Engineer-in-Charge.

**E. Red earth/Good Earth**

The earth shall be free from clods or lumps or sizes bigger than 75 mm in any direction. It shall have P. H. value ranging between 6 to 8.5. The volume of the stacks shall be reduced by 20% for voids before payment.

**ANNEXURE-III****O/o CIVIL SURGEON, Nuh,****Health Department, Haryana****DETAIL OF AREAS TO BE SERVICED**

<b>Sr. No</b>	<b>Area where services are required</b>	<b>Total covered Area in m<sup>2</sup></b>	<b>Rate per square meter (in Rs.) in words &amp; in figures</b>
1.	CHC Nuh ( Functional Area )	2380.65 Sqm	
2	CHC Punhana ( Functional Area )	192.77 Sqm	
3	CHC Firozpur jhirka ( Functional Area )	2041 Sqm	

Number of sanitary attendants proposed for housekeeping, cleaning and sanitation for the above mentioned area for round the clock services is

-

Area specified herein is tentative and may vary with the addition of other areas.

**Annexure-III (a)****Deployment of Ward Attendants/GDAs/HelpersAnnexure-III (a)****Deployment of Ward Attendants/GDAs/Helpers**

<b>Sr. No</b>	<b>Particular</b>	<b>Time</b>	<b>Requirement</b>
1.	Administration	7:00 AM to 3:00 PM	
2.	OPD's	8:00 AM to 3:00 PM winter season 7:00 AM to 3:00 PM Summer season	
3.	Emergency	24*7	
4.	Operation Theatres	24*7	
5.	Surgical Ward + Orthopaedic Ward + Eye + ENT+ Medical ward + GynaeWard+SNCU ward	24*7	
6.	Labour Rooms	24*7	
7.	Supervisor	24*7	

The deployment is subject to adjustments by the hospital administration.

**Deployment of Dhobi and Mali**

<b>Sr. No.</b>	<b>Type of service</b>	<b>No. of persons required</b>
1	Mali	03
2	Dhobi	03

**UNDERTAKING**

I agree to provide the above mentioned manpower.

**Signature of the Tenderer**

**ANNEXURE-IV**O/o CIVIL SURGEON, Nuh, Health Department, Haryana CHECK**LIST FOR TECHNICAL BID FOR PROVIDING SUPPORT SERVICES.**

<b>Sr. No</b>	<b>Documents asked for</b>	<b>Documents uploaded</b>
1.	<i>Bid Security (EMD) of Rs. _____(Rupees in words) in the form of the FDR/Bank Guarantee issued by any scheduled Commercial Bank in favour of DH&amp;FW Society Mewat O/o Civil Surgeon, Nuh valid for 180 days beyond the Tender Validity Period. * Bid Security or EMD in Rupees will vary as per the number of the support services.</i>	
2.	One self attested recent passport size photograph of the authorized person of the firm/agency with name, designation, address and office telephone numbers. If the Bidder is a partnership firm, name designation, address and office telephone numbers of Director/Partners also.	
3.	Undertaking on a Stamp Paper of Rs. 100/- (Rs. One Hundred only) as per format prescribed in Annexure-VI	
4.	Self attested copy of the PAN Card issued by the income Tax Department with copy of income Tax Return of the last three financial years.	
5.	Self attested copy of Service Tax Registration No.	
6.	Self attest copy of valid Registration number of the firm/agency.	
7.	Self attested of Valid Employees Provident Fund Registration Number	
8.	Self attested of valid ESI Registration No.	
9.	Self attested copy of valid License No. under Contract labour (R&A) Act, 1970.	
10.	Proof of experiences of last three financial years as specified in clause 2.2 of the NIT along with satisfactory performance certificates from the concerned employers.	

11	Annual returns of previous three years supported by audited balance sheet (clause 2 of NIT)	
12	Any other documents, if required.	

**All documents are mandatory to be uploaded.**

Signature of the Bidder  
(Name and address of the Bidder)  
Telephone No. \_\_\_\_\_

**ANNEXURE-V****O/o CIVIL SURGEON, Nuh ,HEALTH DEPARTMENT, HARYANA****CHECK LIST FOR TECHNICAL EVALUATION OF SUPPORT SERVICES CONTRACT**

Sr. No	Information to be provided	To be filled by the Bidder
1.	Annual turnover specified in the tender	Yes/No
2.	Experience certificate of having completed satisfactorily works of similar nature (attached)	Yes/No
3.	Manpower requirement specified.	Yes/No
4.	Material requirements specified.	Yes/No
5.	Methodology of work specified (Work Plan)	Yes/No

Note:- Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided.

**ANNEXURE-VI**

To

The Civil Surgeon,  
Nuh.

Name of the Firm/ Agency\_\_\_\_\_

Name of the tender\_\_\_\_\_ due date\_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/we before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves by the said terms and conditions.
3. *I/we abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/we will pay the wages to the personnel deployed as per Minimum Wages Act, as amended by the Government from time to time, will also comply with other statutory provisions and shall be fully responsible for any violation. I/we shall provide trained sanitation workers.*
4. I/We do hereby undertake that neat and clean environment of the specified area of the 'Hospital' round the clock shall be ensured by our Agency along with utmost satisfactory services by the GDAs engaged, as well as any other point considered by our agency. Our Sanitation Service shall be covered under "Fidelity Bond" through Insurance Agency for minimum of three month of service of value. The insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the bidder)  
Name and address of the bidder  
Telephone No\_\_\_\_\_

**ANNEXURE-VII**FORM OF BANK GUARANTEE FOR BID SECURITY

(Refer Clauses 5.4(a) OF THE NIT)

(To Be Stamped In Accordance With Stamps Act of India)

KNOW ALL MEN by these present that we \_\_\_\_\_(Name and address of Bank), having our registered office at \_\_\_\_\_(hereinafter called "the Bank") are bound unto Civil Surgeon, Palwal ( hereinafter called "the Hospital") in sum of Rs. \_\_\_\_\_for which payment will and truly to be made to the said employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS \_\_\_\_\_(Name of the Bidder) (hereinafter called "the Bidder") has submitted his bid dated \_\_\_\_\_for providing Cleaning, Housekeeping, Sanitation& GDA services, Additional Support services (hereinafter called "the Bid").

WHEREAS the bidder is required to furnish a Bank Guarantee for the sum of Rs. \_\_\_\_\_(Amount in figures and words) as Bid Security against the bidder's offer as aforesaid.

AND WHEREAS \_\_\_\_\_(Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contain ed.

We further agree as follows:-

1. That the 'Hospital' may without affecting this Guarantee Grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Employer and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitutions of our bank or in the constitution of the Bidder.
3. That this guarantee commences form the date hereof and shall remain in force till:-
  - a. The bidder, in case the bid is accepted by the 'Hospital', executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial bank based in India.
  - b. Sixty days after the date of validity or the extended date of validity of the Tender as the case may be whichever is later.
4. That the expression "the Bidder" and "the Bank" here in used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assignees.

**The conditions of this obligation are:**

- i. If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender,  
or
- ii. If the Bidder refuses to accept the corrections of errors in his bid; or
- iii. If the Bidder having been notified of the acceptance of his bid by the Employer during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in Clause 10.3 of the NIT.
- iv. If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.
- v. If the contract is terminated for the reason that the agency is blacklisted by Government of Haryana, Union Territory Chandigarh Administration or in any other state Government/ Union Government.

We undertake to pay to the 'Hospital' up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand provided that in his demand the Employer will note that the amount claimed (i), (ii),(iii) (a), (iii) (b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of witness bank

Signature of Authorized official of the

\_\_\_\_\_

Name of the official\_\_\_\_\_

Designation\_\_\_\_\_

ID No.\_\_\_\_\_

Name of witness

(stamp/seal of bank)

Address of witness

**ANNEXURE-VIII****FORM OF BANK GUARANTEE FOR BID SECURITY**

(Refer Clauses 5.4(a) OF THE NIT)

(To Be Stamped In Accordance With Stamps Act of India)

1. THIS DEED of Guarantee made this day of \_\_\_\_\_ between \_\_\_\_\_ (Name of the Bank) (hereinafter called the "Bank") of the one part and Civil Surgeon, Nuh ( hereinafter called "the Hospital") of the other part.
2. WHEREAS the Civil Surgeon, Nuh has awarded the contract Cleaning, Housekeeping, Sanitation& GDA services, Additional Support services contract for Rs. \_\_\_\_\_ ( Rs. Rupees in figures and words) hereinafter called the "contract") to M/s \_\_\_\_\_ (Name of the contractor) (herein after called the "Contractor").
3. AND WHEREAS THE contractor is bound by the said contract to submit to the ' Hospital' a Performance Security for a total amount of Rs. \_\_\_\_\_ (Amount in figures and words).
4. NOW WE the Undersigned \_\_\_\_\_ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the said bank will guarantee the 'Hospital' the full amount of Rs. \_\_\_\_\_ (Amount in figures and words) as stated above.
5. After the contractor has signed the aforementioned contract with 'Hospital', the bank with 'Hospital', the bank is engaged to pay the ' Hospital', any amount upto and inclusive of the aforementioned full amount upon written order from the 'Hospital' to indemnify the 'Hospital' for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the ' Hospital' immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or Administrative procedures and without it being necessary to prove to the bank the liability or damages resulting shall pay to the ' Hospital' any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of \_\_\_\_\_ months from the date of signing.(The initial period for which this guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).
7. At any time during the period in which this guarantee is still valid, if the ' Hospital' agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the

Bank will extend this Guarantee under the same conditions for the required time on demand by the ' Hospital' and at the cost of the contractor.

- 8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or the Contractor.
- 9. The neglect or forbearance of the ' Hospital' in enforcement of payment of any moneys, the payment whereof is intended to be hereof secured or the giving of time by the ' Hospital' for the payment hereof shall in no way relieve the Bank of their liability under this deed.
- 10. The expressions "the ' Hospital'", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee of the \_\_\_\_\_ day of \_\_\_\_\_(month)\_\_\_\_\_ (year) being herewith duly authorized.

For and on behalf of

The \_\_\_\_\_ bank

Signature of Authorized bank official

Name of the official \_\_\_\_\_

Designation \_\_\_\_\_

ID No. \_\_\_\_\_

Stamp/seal of the bank

Signed, sealed and delivered for and on behalf of the Bank by the above named \_\_\_\_\_ in the presence of :

**Witness-1**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

**Witness-2**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

**ANNEXURE-IX**

O/o CIVIL SURGEON, Nuh, HEALTH DEPARTMENT, HARYANA  
 (Refer Clauses 10.3 OF THE NIT)  
 (To Be Stamped In Accordance With Stamps Act of India)

**FORM OF SERVICE AGREEMENT**

THIS AGREEMENT is made on this \_\_\_\_\_ day of \_\_\_\_\_ 2016, between the Civil Surgeon, Nuh (hereinafter referred to as the "Hospital", which expression shall, unless excluded by or repugnant to the context, be deemed to include its successors in office and assignees) of the first part and M/s \_\_\_\_\_, a company registered under the Companies Act, 1956/a partnership firm constituted between \_\_\_\_\_ having its place of business or registered office at \_\_\_\_\_ acting through \_\_\_\_\_ its Managing Director/Partner (Hereinafter referred to as "Services Provider" which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its/his/her/their respective heirs, executors, administrators and successors/ the partner (s) for the time being of the said firm the survivor(s) of them and the executors, administrators and successors of the surviving partners, as the case may be) of the second party.

WHEREAS the Service Provider is engaged in the business of providing Cleaning, Housekeeping, Sanitation & GDA services, Additional Support services;

AND WHEREAS the Service Provider has expressed his keen desire to provide the said services to the Department under this agreement'

AND WHEREAS on the aforesaid representation made by the Service Provider to the 'Hospital', the parties hereby enter into this agreement on the terms and conditions appearing hereinafter.

NOW, THEREFORE, THIS AGREEMENT WITNESSTH AND IT IS AGREED BY AND BETWEEN THE PARTIES AS UNDER:

**1. SERVICE PROVIDER'S REPRESENTATIONS AND WARRANTIES**

The Service Provider hereby represents warrants and confirms that the Service Provider:-

- 1.1 has full capacity, power and authority to enter into this agreement and during the continuance of this agreement, shall continue to have full capacity, power and authority to carry out and perform all its duties and obligations as contemplated further actions (including but without limiting to the obtaining of necessary approval/consents in all applicable jurisdictions) to authorize the execution, delivery and performance of this agreement;
- 1.2 has the necessary skills, knowledge, expertise, adequate capital and competent personnel, system and procedures, infrastructure and capability to perform its obligations in accordance with the terms of the agreement and to the satisfaction of the 'Hospital';

- 1.3 shall, on the execution of this agreement and providing services to the 'Hospital', not violate, breach and contravene any conditions of any agreement entered in the any third party/ies;
- 1.4 has compiled with and obtained necessary permissions/licenses/authorizations under the Central, State and local authorities and obtained all required permissions/licenses for carrying out its obligations under this agreement.

## **2. OBLIGATIONS OF THE SERVICE PROVIDER**

- a. The Service Provider shall operate and provide services to the Hospital, at its various sites on seven days a week round the clock as per scope of work/ contractor's responsibilities for sanitation and provided in Annexure-II.
- b. The regularity of the performance of the service will be the essence of this agreement and shall form a central factor of this agreement. The Service Provider shall take all possible steps to maintain its performance as determined by the 'Hospital' from time to time.
- c. The assessment made by the Service Provider in the tender including number of personnel of various descriptions as required to provide/give the required quality of services shall be final and acceptable by and binding upon the Service Provider.
- d. If the 'Hospital', notices that the personnel of the Service Provider has/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider who will take corrective steps immediately to avoid recurrence of such incidents and reports to the 'Hospital'.
- e. If any of the personnel of the Service Provider indulges in theft, negligence or any illegal/irregular activity, misconduct, the Service Provider shall take appropriate action against its erring personnel and intimate accordingly to the 'Hospital' or itself can take action in accordance with law.
- f. The Service Provider shall furnish a personal guarantee of its Managing Director/Partner, guaranteeing the due performances by the Service Provider of its obligations under this agreement.

## **3. TERMS OF PAYMENT**

- a. *Fees and charges for the services to be rendered are in 'the letter of offer' clearly define the basis of the payment (as per the Minimum Wages Act 1948) to service provider, as agreed to between the parties.*
- b) All payment made by the 'Hospital' shall be after deduction of tax at source wherever applicable as per the provisions of the Income Tax Act, 1961.
- c) *The Service Provider, being the employer in relation to persons engaged/ employed by it to provide the services under this agreement shall alone be responsible and liable to pay wages/salaries to such persons which is as per the minimum wages fixed or prescribed under the Minimum Wages Act, 1948 (Act XI of 1948) for the category of workers employed by it from time to time or by the State Government and or any authority constituted by or under law. He will observe compliance of all the relevant labour laws.*

- d) The Service Provider will have to produce the register of wages or the register of wages-cum-muster roll of the preceding month along with the bill of reimbursement to be submitted by the 10<sup>th</sup> day of every calendar month for verification to the nominated official of Hospital. The Service Provider shall ensure that payment to his employees is made in the presence of an authorized representative of the Hospital.

#### **4. SUBMISSION AND VERIFICATION OF BILLS**

The services provider shall submit on a monthly basis the bills for the services rendered to enable the department to verify and process the same for reimbursement.

#### **5. DISCIPLINE**

- a) The Service Provider shall issue identity cards, on its own name and trading style, to its personnel deputed for rendering the said services, which at department's option, would be subject to verification at any time. The 'Hospital' may refuse the entry into its premises to any personnel of the service provider not bearing such identify card or not being perfectly dressed.
- b) The department shall always have the right and liberty to do surprise inspection at its sites.
- c) The services rendered by the service provider under the agreement will be under close supervision, co-ordination and guidance of the department. The services provider shall frame appropriate procedure for taking immediate action as may be advised by the 'Hospital' from time to time.
- d) It is understood between the parties hereto that the service provider alone shall have the right to take disciplinary action against any person (s) to raise any dispute and/or claim whatsoever the 'Hospital' . The 'Hospital' shall under no circumstances be deemed or treated as the employer in respect of any persons engaged/deployed by the Service Provider for any purpose, whatsoever nor would 'Hospital' be liable for any claim (s) whatsoever, or any such person (s).

#### **6. NATURE OF AGREEMENT**

The parties hereto have considered and agreed to have a clear understanding on the following aspects:-

- a) This agreement is on the principal to principal basis and does not create and shall not deem to create any employer-employee relationship between the 'Hospital' and the service provider. The service provider shall not by any acts, deeds or otherwise represent any person that the service provider is representing or acting as agent of 'Hospital', except to the extent any purpose permitted herein.
- b) This agreement is for providing the aforementioned services and is not an agreement for supply of contract labour. It is clearly understood by the service provider that the persons employed by the service provider for providing services as mentioned herein, shall be the employees of the service provider only and not of the 'Hospital'. The service provider shall

be liable to make payment to its said employees towards their monthly wages/salaries and other statutory dues like employees, Provident Fund, Employees State Insurance, minimum wages, bonus, gratuity etc.

- c) 'Hospital' shall not be liable for any obligations/responsibilities, contractual, legal or otherwise, towards the service provider's employees/agents directly and/or indirectly, in any manner whatsoever.

## **7. STATUTORY COMPLIANCES.**

- a) Service Provider shall obtain all registration (s) permission (s)/license (s) etc. which are/may be required under any labor or other legislation (s) for providing the services under this agreement.
- b) It shall be the service provider's responsibility to ensure compliance of all the Central and State Government Rules and Regulations with regard to the provisions of the services under this agreement. The Service Provider indemnifies and shall always keep 'Hospital' indemnified against all losses, damages, claims action taken against 'Hospital' by any authority/office in this regard.
- c) The Service Provider undertakes to comply with the applicable provisions of all welfare legislations and more particularly with the contract Labour (regulation and abolition) Act, 1970, if applicable, for carrying out the purpose of this agreement. The service provider shall further observe and comply with all government laws concerning employment of staff employed by the service provider and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that the service provider is fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of law.
- d) The service provider shall give an undertaking by the 22<sup>nd</sup> of each month in favour of the 'Hospital' that he has complied with all his statutory obligations.

## **8. ACCOUNT AND RECORDS**

- a) The Service provider shall maintain accurate accounts and records, statements of all its operations and expenses in connection with its functions under this agreement in the manner specified by the 'Hospital'.
- b) The service provider shall forthwith upon being required by the 'Hospital', allow 'Hospital' of any of its authorized representatives to inspect, audit or take copies of any records maintained by the service provider. The service provider shall also cooperate in good faith with the 'Hospital' to correct any practices which are found to be deficient as a result of any such audit within a reasonable time after receipt of the report from the 'Hospital'. However, upon discovery of any discrepancies or under payment the service provider shall immediately reimburse the 'Hospital' for such discrepancies or overcharge.

## **9. INDEMNIFICATION**

- a) The service provider shall at its own expenses make good any loss or damage suffered by the 'Hospital' as a result of the acts of commission or omission, negligently or otherwise of its personnel while providing the said services at any time of the premises of the 'Hospital' or otherwise.
- b) The service provider shall at all times indemnify and keep indemnified that 'Hospital' against any claim on account of disability/death of any of its personnel caused while providing the services within/outside the site or other premises of the 'Hospital' which may be made under the workmen's Compensation Act, 1923 or any other Acts or any other Statutory modifications thereof or otherwise for or in respect of any claim for damage or the worker or the personnel of the Service provider or in respect of any claim, damage or compensation under labour laws or other laws or rules made there under by any person whether in the employment or the Service Provider or not, who provided or provides the service at the site or any other premises of the 'Hospital' shall be as provided hereinbefore.
- c) The Service provider shall at all times indemnify and keep indemnified the 'Hospital' against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the Hospital's premises before and after that.
- d) That, if any time, during the operation of this agreement or thereafter the 'Hospital' is made liable in any manner whatsoever by any order, direction or otherwise of any court authority or tribunal, to pay any amounts whatsoever in respect of or to any or present or ex-personnel of the Service Provider or to any third party in any event not restricted but including as mentioned in Sub-clauses No (a), (b) and (c) hereinabove, the Service Provider shall immediately pay to the 'Hospital' all such amounts and costs also and in all such cases/events the decision of the 'Hospital' shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/or from any pending bills of the Service Provider.

## **10. LIABILITIES AND REMEDIES**

In the event of failure of the Service Provider to provide the Service or part thereof as mentioned in this agreement for any reason whatsoever, the 'Hospital' shall be entitled to procure services from other sources and the Service Provider shall be liable to pay forthwith to the 'Hospital' the difference of payments made to such other sources, besides damages at double the rate of payment.

## **11. LOSSES SUFFERED BY SERVICE PROVIDER**

The Service Provider shall not claim any damages, costs, charges, expenses, liabilities arising out of performance/non performance of services, which it may suffer or otherwise incur by reason of any act of omission, negligence, default or error in judgement on part of itself and/or its personnel in rendering or non-rendering the services under this agreement.

## 12. TERMS

- a) **This agreement shall be effective for a period of One year with effect from \_\_\_\_\_ up to \_\_\_\_\_ and can be extended further by one year only (total period of two years only) on such terms and conditions as may be deemed fit and proper by the Hospital.**
- b) In this agreement work and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract.
- c) The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.:
- i. Letter of acceptance or award of contract;
  - ii. Terms and Conditions;
  - iii. Notice inviting Tender;
  - iv. Price bid/Schedule of quantity;
  - v. Scope of work;
  - vi. Addendums, if any;
  - vii. Any other documents forming part of the contract to Annexure-I to IX.
- d) In consideration of the payments to be made by the 'Hospital' to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and the Sanitation services w.e.f. \_\_\_\_\_ as per the provisions of this Agreement and the tender documents.
- e) The 'Hospital' hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this agreement and the tender documents, the contract price of Rs. \_\_\_\_\_ ( \_\_\_\_\_ Rupees in words).
- f) Being the sum stated in the letter of acceptance subject to such additions thereto or a deduction there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

## 13. TERMINATION

- a) Either party can terminate this agreement by giving three month's written notice to the other without assigning any reasons and without payment of any compensation thereof. However, the 'Hospital' shall give only a 24 hours notice of termination of this agreement to the Service Provider when there is a major default in compliance of the terms and conditions of this agreement or the Service Provider has failed to comply with the statutory obligations.
- b) If Service provider commits breach of any covenant or any clause of this agreement 'Hospital' may send a written notice to Service Provider to rectify such breach within the time limit specified in such notice. In the event Service Provider fails to rectify such breach within the stipulated time, the agreement shall forthwith stand terminated and Service Provider shall be liable to 'Hospital' for losses or damages on account of such breach.

- c) The 'Hospital' shall have the right to immediately terminate this agreement if the Service Provider becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection appoints receivers, or enters into an arrangement for the benefit of creditors.
- d) The 'Hospital' shall have the right to terminate this agreement even before one year at a notice of 30 days if similar tender is floated by the O/o DGHS/MD-NHM/ED-HSHRC.**

#### **14. ASSIGNMENT OF AGREEMENT**

This Agreement is executed on the basis of the current management structure of the Service Provider. Henceforth, any assignment of this agreement in part or whole, to any third party without the prior written consent of the 'Hospital' shall be a ground for termination of this agreement forthwith.

#### **15. COMPOSITION AND ADDRESS OF SERVICE PROVIDER**

- a) The service Provider shall furnish to the 'Hospital' all the relevant papers regarding its constitution, names and addresses of the management and other key personnel of the Service Provider and proof of its registration with the concerned Government Authorities required for running such a business of Service Provider.
- b) The Service Provider shall always inform the 'Hospital' in writing about any change in its address or the names and addresses of its key personnel. Further, the Service Provider shall not change its ownership without prior approval of the 'Hospital'.

#### **16. SERVICE NOTICES**

Any notice or other communication required or permitted to be given between the parties under this agreement shall be given in writing at the following address of such other addresses as may be intimated from time to time in writing.

HOSPITAL  
Civil Surgeon, Nuh

SERVICE PROVIDER

#### **17. CONFIDENTIALITY**

It is understood between the parties hereto that during the course of business relationship, the Service Provider may have access to confidential information of Hospital and it undertakes that it will not, without Hospital's prior written consent, disclose, provide or make available any confidential information in any form to any person or entity or make use of such information. This clause shall survive for a period of 05 years from the date of expiry of this agreement or earlier termination thereof.

**18. ENTIRE AGREEMENT**

This agreement represents the entire agreement, the parties and supersedes all previous or other writings and understandings, oral or written, and further any modifications to this agreement, if required shall only made in writing.

**19. AMENDMENT/MODIFICATION**

The parties can amend this agreement at any time. However, such amendment shall be effective only when it is reduced in writing and signed by the authorized representatives of both parties hereto.

**20. SEVERABILITY**

If, for any reason, a court of competent jurisdiction finds any provision of this agreement, or portion thereof, to be unenforceable, that provision of the agreement will be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remainder of this agreement shall continue in full force and effect.

**21. CAPTIONS**

The various captions used in this agreement are for the organizational purpose only and may not be used to interpret the provisions hereof. In case of any conflicts between the captions and the text, the text shall prevail.

**22. WAIVER**

At any time any indulgence or concession granted by the 'Hospital' shall not alter or invalidate this agreement nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further, the failure of the 'Hospital' to enforce at any time, any of the provisions of this agreement or to exercise any option which is herein provide for requiring at any time the performance by the Service Provider of any of the provisions hereof, shall in no way be constructed to be a waiver of such provisions of this agreement nor in any way affect the validity of this agreement or nay pert thereof or the right of the 'Hospital' to enforce the same in part or in the entirety of it. Waiver, if any, has to be in writing.

**23. FORCE MAJEURE**

Neither party shall be in default if a failure to perform any obligation hereunder it is caused solely by supervening conditions beyond that party's reasonable control, including acts of God, Civil commotion, strikes, acts of terrorism, labour disputes and government or public authority's demands or requirements.

**24. DISPUTE RESOLUTION**

This agreement shall be deemed to have been made/executed at district Nuh for all purposes. In the event of any dispute related to the interpretation or rights or liabilities arising out of this agreement, the same shall, at first instance, be amicably settled between the parties. If any dispute is not settled amicably, the same shall be referred to the sole arbitrator which would be either Deputy Commissioner/Additional Deputy Commissioner of the concerned district. The award given by the arbitrator shall be final and binding on the parties. The venue of arbitrator shall be district Nuh.

**25. GOVERNING LAW/JURISDICTION**

The applicable law governing this agreement shall be the laws of India and the courts of the **concerned district** shall have the exclusive jurisdiction to try any dispute with respect to this agreement.

**26. TWO COUNTERPARTS**

The agreement is made in duplicate. The Service Providers shall return a copy of this agreement duly signed and stamped as a token of acceptance of all terms and conditions mentioned above. In the event of commencement of order acceptance, it will be taken that all terms are acceptable.

IN WITNESS WHEREOF THE HOSPITAL AND THE SERVICE PROVIDER ABOVE SAID HAVE HEREONTO SUBSCRIBED THEIR HANDS ON THE DAY MONTH AND YEAR FIRST MENTIONED ABOVE IN THE PRESENT OF THE FOLLOWING WITNESS.

**SIGNED, SEALED AND DELIVERED**

**WITNESS**

1. SIGNATURE: _____ NAME: _____ DATE: _____ DESIGNATION: _____ TELEPHONE NO.: _____	SIGNATURE: _____ NAME: _____ DATE: _____ DESIGNATION: _____ TELEPHONE NO.: _____
---	--

2. SIGNATURE

NAME:

DATE:

DESIGNATION:

For and on behalf of the Civil Surgeon, \_\_\_\_\_.

**SIGNED, SEALED AND DELIVERED**

**WITNESS**

1. SIGNATURE:

NAME:

DATE:

DESIGNATION:

TELEPHONE NO.:

2. SIGNATURE

NAME:

DATE:

DESIGNATION:

SIGNATURE:

NAME:

DATE:

DESIGNATION:

TELEPHONE NO.:

For and on behalf of the Service  
Provider

**ANNEXURE-X****Benchmarks for Cleaning & Sanitation Services:**

S. No.	Sanitation & Housekeeping Services	Frequency/ Turn-around Time	Key Performance Indicators (KPI)
1.	General Cleaning of the entire hospital and its premises, (Such as visitor areas, Patient areas-wards, ICUs, Emergencies, daycare, OTs, Labs, record office, Pharmacy, Consulting rooms, Doctors rooms, Blood Bank, PMO/ Medical Superintendent's Office, Finance, Stores, staircases, lifts, . roof top, wash rooms, Operation theatres, waiting areas.	All office areas and OPDs will have two shifts and rest all patient care areas will have three shifts i.e. 24x7 coverage and as per need in addition.	No litter, no surface Stains. no dust, no Odour. Inspection reports/ logbooks, feedback and other documentations as may be deemed fit by the Institute.
2.	Supply of sanitation & housekeeping consumablese.g. toilet papers, disinfectants, cleaning chemicals, Plastic mugs etc.	Twice daily	Daily reporting
3	Clean the Dustbins and disposal of waste material(non-biological waste)	Thrice daily and as and when needed	No litter, no surface Stains, no dust, no Odour. Checklist activity logs & Feedback
4	Damp dusting the chairs, tables & stretchers in all patient care and office areas.	Once daily and as and when needed	No litter, no surface Stains, no dust, no Odour. Checklist, activity logs & Feedback, Inspection reports.
5	Damp dusting the workstation tables- Entire workstation area	Once daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs & Feedback
6	Damp dusting the telephones, fax machines, photocopiers, computers and other office automation equipments.	Once daily and as and when needed	No litter, No surface Stains. No dust. Checklist, activity logs & Feedback.
7	Lobby areas of all floors are scrubbed, cleaned and mopped with cleaning solutions & polishing.	Thrice daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs & Feedback
8	All doors and windows glasses are cleaned before 8:30 AM and as and when required.	Once daily and as and when needed	No litter, No surface Stains. No dust. Checklist, activity logs & Feedback
9	Passages, common areas	Thrice daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs & Feedback
10	OPD areas	Twice daily and as and when needed. OPD will be washed	No litter, No surface Stains. No dust, No Odour. Checklist, activity

		and cleaned before closing in the evening.	logs&Feedback
11	Patient care areas	Thrice daily and as and when needed	No litter, No surface Stains. No dust, No Odour. Checklist, activity logs&Feedback
12	Maintain all toilets in hygienic and odourlesscondition	Hourly cleaning. In OPD & Emergency areas one SA will be stationed inside toilets & washrooms for continuous cleaning	No litter, No surface Stains. No dust, NoOdour. House keepingChecklist, activity logs,Inspection& Feedback.
13	Wash the toilets including the floor, walls, closets, urinal, commodes, wash basins, fixtures & fittings etc and carry out chemical wash of toilets.	Thrice daily( once per shift) & as & when required	No litter, No surface Stains. No dust, No Odour. House keepingChecklist, activity logs,Inspection& Feedback
14	Wash the drinking water areas with soap andscrubber	Thrice daily & as and when required	No stains, No dust, No odour, Inspection and feedback
15	Check and replace the toilet soap solutions, naphthalene balls & urinal cakes	Thrice daily( once per shift) & as & when required	No litter, No surface Stains. No dust, No Odour. House keeping Checklist, activity logs, Inspection & Feedback
16	Clean all unwanted materials collected from all floors to the main garbage collection area.	Thrice daily( once per shift) & as & when required	No litter, No surface Stains. No dust, No Odour. House keeping Checklist, activity logs, Inspection & Feedback
17	Clean the wards by mopping the floors and ensure all the sanitation & housekeeping equipments are kept clean.	Thrice daily( once per shift) &as and when required	No litter, No surface Stains. No dust, No Odour. House keeping Checklist, activity logs, Inspection & Feedback
18	Bed pan/urine bottles/spittoons shifting to sluice rooms and cleaning	As and when required	No litter, No surface Stains. No dust, No Odour. House keeping Checklist, activity logs, Inspection & Feedback
19	Clean the pantry regularly	Thrice daily & as and when required	No litter, No surface Stains. No dust, No Odour. House keeping Checklist, activity logs, Inspection & Feedback
20	Damp dusting the window glass and all the glass within 8 feet	Once a day	No litter, No surface Stains. No dust.HousekeepingCheckli st, activity logs, Inspection & Feedback
21	Clean the window grills installed in corridors andwindows	Twice daily	No litter, No surface Stains. No dust.

			Housekeeping Checklist, activity logs, Inspection & Feedback
22	Clean administration office, doctors cabin & Consultation room	Twice daily	No litter, No surface Stains. No dust, No Odour. Housekeeping Checklist, activity logs, Inspection & Feedback
23	Clean the staircase, lifts and ensure the area is mopped and railings cleaned	Twice daily & as and when required.	No litter, No surface Stains. No dust, No Odour. Housekeeping Checklist, activity logs, Inspection & Feedback
24	Services to patient rooms	Thrice daily & as and when required	No litter, No surface Stains. No dust, No Odour. Housekeeping Checklist, activity logs, Inspection & Feedback
25	Repair / replacement of leaking drains, leaking taps, pipes, waste pipes, jets, seal traps, bottle traps, Jalis etc.	Once daily and as and when required	Checklist, Inspection and feedback
26	List of weekly & Fortnightly activities		
A	Clear the rear stair case of all floors	Twice a week	No surface Stains. No dust Checklist, Inspection and feedback
B	Clean workstation beadings and partitions	Twice a week	No surface Stains. No dust Checklist, Inspection and feedback
C	Clean the lobby areas by using scrubbers and eco friendly chemicals	Twice a week	No surface Stains. No dust Checklist, Inspection and feedback
D	Clean the Venetian/window blinds	Once a week	No surface Stains. No Dust Checklist, Inspection and feedback
E	Cleaning all the window glasses with cleaning solutions	Once a week	No surface Stains. No Dust Checklist, Inspection and feedback
F	Washing the entire hospital in a scheduled manner with soap and water. (Gang Washing)	Once a week	No surface Stains. No Dust Checklist, Inspection and feedback
G	Dry and wet mopping of side walls	Twice a week	No surface Stains. No Dust Checklist, Inspection and feedback
H	Polishing of floors	Once a week	No surface Stains. No Dust Checklist, Inspection and feedback
I	Cleaning and wet mopping of fans and exhaust fans	Once a week	No surface Stains. No dust Checklist, Inspection and feedback
J	Cleaning of cobwebs	Once a fortnight &	Inspection and feedback

		as and when required.	
K	Vacuum dry- cleaning of Upholstery, carpets, Shampooing of chairs and sofas in identified areas.	Once a month	No surface Stains. No dust Checklist, Inspection and feedback
L	Scrubbing of entire premises, side walls, marble surfaces and tiles	Once a fortnight	No surface Stains. No Dust Checklist, Inspection and feedback
M	Clean window glass and façade cleaning	Once a week	No surface Stains. No Dust Checklist, Inspection and feedback

**Annexure-XI**

**Minimum qualification, experience and manpower required for various categories of additional support services at various community health centre (CHCs) in District Nuh. (The service provider would deploy the qualified and experienced manpower as per this document only).**

<b>Sr. No.</b>	<b>Category</b>	<b>Qualification from Recognized Institute</b>	<b>Nos. of Posts</b>	<b>Wages as per minimum wages of labour Deptt.</b>
1	Electrician	ITI course in Electrical with 2 years Experience	3	Highly skilled
2	Plumber	ITI course in Plumbing with 2 years Experience	3	Highly skilled wages
3	Sewer-man	Experience in the same field for 2 year	3	Unskilled wages
4	Cook	Experience in the same field for 2 year	3	skilled wages
5	Computer Operator	10+2 with One year Diploma in Computer Application from recognized institutes with minimum 2 years experience PGDCA from recognized university	6	Highly skilled wages