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BID DETAILS

TECHNICAL EVALUATION

FINANCIAL EVALUATION

EVALUATION

BID AWARDED

### 1. Bid Details

Your corrigendum has been published successfully. (<https://bidplus.gem.gov.in/buyer-bid-finalization/8516341>)

Bid Number: [GEM/2025/B/6828037 \(/showbidDocument/8516341\)](#)

<b>Bid Status:</b> Active	<b>Bid Start Date / Time:</b> 10-11-2025 11:54:47	Consignees / Reporting Officer / Delivery Location(s)
<b>Bid Validity (From End Date):</b> 180 (Days)	<b>Bid End Date / Time:</b> 20-12-2025 16:00:00	EMD: Required Track EMD ( <a href="https://bidplus.gem.gov.in/Bidding/Track/Trackepbg/8516341">https://bidplus.gem.gov.in/Bidding/Track/Trackepbg/8516341</a> )
<b>Minimum Price:</b> View	<b>Bid Opening Date / Time:</b> 20-12-2025 16:30:00	<b>Average Turn Over of Last 3 Years:</b> 100 Lakh (s) <b>Experience with Gov. Required:</b> Year (s)
<b>Competent Authority Document:</b> View	<b>Contract Duration:</b> 1 Year (S)	<b>Project Experience Required:</b> Yes

## Buyer Details

**Name:** Avula Naveen**Address:** AvulaNaveen,Buycon163.Aiimsa.Hp  
@Gembuyer.In,Aiims  
,Kothipura,Changar  
Palasia,Bilaspur,HIMACHAL  
PRADESH,174001,India**Ministry:** Ministry Of Health  
And Family Welfare**Department:** Department Of  
Health And Family Welfare**Organisation:** All India Institute  
Of Medical Sciences (Aiims)**Office:** Bilaspur Himachal  
Pradesh

## Corrigendum Details

**Modified On:** 2025-12-13  
11:46:30[Download \(/bidding/buyer/  
showcorrigendumpdf/3865389/8516341\)](#)**Hash Value (Algorithm -  
SHA256):**

daa30e381f948b5f391bc0ac35b91325f8f05d60be9647d150560e96efb0e:

**Modified On:** 2025-12-13  
11:28:56Bid extended to 2025-12-20  
16:00:00Bid Opening Date : 2025-12-20  
16:30:00**Modified On:** 2025-12-08  
15:00:34Bid extended to 2025-12-15  
16:00:00Bid Opening Date : 2025-12-15  
16:30:00

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Extend Bid

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**CORRIGENDUM**  
(Notice of Corrigendum in Tender Document)

Tender Reference No.: GEM/2025/B/6828037

Dated: 08/12/2025

**Name of Service: Hiring the agency for providing the Sanitation Services in inner areas of institute.**

This corrigendum is issued with reference to the above-mentioned tender, which was uploaded on the Gem Portal. The following amendments/clarifications have been approved by the Competent Authority and are incorporated in the tender document as detailed below:

**Sanitation services Inner area Tender**

<b>Representation-1</b>		
<b>Sr. No.</b>	<b>Representation Raised by Bidder</b>	<b>Reply</b>
01	(a) <b>Space for Storage Area/Office.</b> As per above terms and conditions, unfurnished area will be given by the Institute for storage. It is not clear whether open area will be provided or unfurnished room for storage of equipment/ consumable. Requirement for storage purpose will be as under: - (a) Unfurnished room for storage of consumable and office purpose is required. (b) Dumping area for waste material should be sheltered.	(a) An unfurnished and sheltered area for storage of consumables shall be provided by <b>AIIMS Bilaspur</b> .  (b) A designated sheltered dumping area for the collection of waste material within the campus shall be provided by AIIMS Bilaspur with storage capacity of 01-02 days.
02	(b) <b>Handing over of Waste.</b> As per terms and conditions, handing over of waste to Common Biomedical Waste Treatment Facility (CBMWTF) is the responsibility of the bidder. It is not clear whether waste material will be handed over to CBMWTF within institute complex or outside. If outside of the institute, the distance from institute may please be mentioned.	Bio Medical waste collected from all the designated area within the premises of AIIMS Bilaspur & handover of waste material to outside agencies shall be the <b>sole responsibility of the service provider</b> .
03	<b>Solid Segregated Waste.</b> As per terms and conditions, the solid segregated waste is to be stored in designated place and handover to authorized person as per AIIMS policy. Please clarify the following: -	(i) The designated place for storage of waste is located within the institute complex and has a storage capacity of <b>01-02 days</b> . (ii) The handling and handing over of waste material from the



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	<p>(i) Whether designated place for storage is within institute complex or outside the institute. If outside, then distance from the institute. If outside, then distance from institute may please be mentioned.</p> <p>(ii) The designation of authorized person to whom waste is to be handed over is not mentioned.</p>	<p>AIIMS premises to outside agencies shall be the <b>sole responsibility of the service provider.</b></p>
04	<p>(d) <b>Service Charge.</b></p> <p>(i) As per terms and conditions, the bidder while quoting service charge shall carefully consider the charges/ amount incurred towards machinery, equipment, consumable, statutory taxes, two sets of uniforms and then quote the service charge. As per Ministry of Finance, Govt of India, Office Memorandum No F.6/1/2023-PPD, dated 06 Jan 2023, minimum service charge fixed 3.85% which should not exceed to 7% (including transaction charges) in any case. The cost of equipment, machinery and consumable should not be included in the service charge. Only uniforms and statutory taxes should be included in service charges as it is done by another department.</p> <p>(ii) The procedure for quoting service charge and cost of material in GeM bidding involves the following steps: -</p> <p>(aa) <b>Service Charge:</b> The service charge is a separate component that is quoted by the service provider over and above the minimum wage, ESI, EPF, ELDI, insurance and other non-mandatory variables defined by the ref buyer in the bid document. This charge is included in the total price quoted by the service provider.</p> <p>(ab) <b>Cost of Material:</b> The cost of material is also a separate component that is quoted by the service provider. This includes the cost of all materials required for the service, excluding the service charge.</p> <p>The service provider must clearly state the service charge and cost of material in their bid to ensure transparency and clarity in the bidding process. The buyer will then evaluate the bids based on these components to select the most suitable service provider. Copy of GeM guidelines are attached.</p>	<p><b>The service charges quoted by the bidders shall be inclusive of all components such as Manpower, Material, Machinery, Repair &amp; Maintenance of Machinery, and all other related expenses. No additional charges shall be payable to the service provider apart from the quoted service charges.</b></p> <p><b>However, the cost of consumables shall be paid separately at a fixed rate of 1% of the award value in addition to the service charges quoted by bidder.</b></p> <p><b>Note: Bidders quoting below the minimum fixed rate of 3.85% service charges shall not be considered and will be disqualified.</b></p>



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05	<p><b>Details of Equipment.</b> Ride on Scrubbers Quantity-05 has mentioned two times in Part-B at serial 1 and 10. Please clarify.</p>	<p>The required quantity of <b>Ride-on Scrubbers is 05.</b></p> <p><b>Note:</b> Serial No. 10 is repeated and to be read as deleted.</p> <p><b>Note: The brands indicated in the tender enquiry document are for reference only and should not be treated as limiting. This amendment confirms that the mentioned brands will be accepted, and machines from other brands meeting equivalent or superior specifications will also be eligible for consideration.</b></p>
<p><b>Representation-2</b> Attended the meeting in person and discussed their queries, but bidder did not submit any written representation either through the GeM portal or in hard copy.</p>		
<p><b>Representation-3</b></p>		
<b>Sr. No.</b>	<b>Representation Raised by Bidder</b>	<b>Reply</b>
<b>01</b>	<p>Section-VI: Qualification or Eligibility Criteria (at Sr. No. 03)            Existing clause: The Bidder should have satisfactorily executed/executing sanitation &amp; housekeeping services as per one of the following criteria in the last ten years as on bid uploading date:</p> <ul style="list-style-type: none"> <li>• THREE hospitals with at least 150 beds and 75 employees each</li> <li>• OR TWO hospitals with at least 300 beds and 125 employees each</li> <li>• OR ONE hospital with at least 500 beds and 150 employees</li> </ul> <p>Suggested Amendment:            The Bidder should have satisfactorily executed/executing sanitation &amp; housekeeping services as per one of the following criteria for a minimum of three calendar years in the past five years ending on the last date of tender submission:</p> <ul style="list-style-type: none"> <li>• THREE Govt. or private hospitals with at least 500 beds each and 150 employees</li> <li>• OR TWO Govt. or private hospitals with at least 1000 beds each and 300 employees</li> <li>• OR ONE Govt. or private hospital with at least 1500 beds and 450 employees</li> </ul>	<p><b>Amended to:</b>  <b>The Bidder should have satisfactorily executed/executing sanitation &amp; housekeeping services as per one of the following criteria in the last ten years as on bid uploading date:</b></p> <p style="text-align: center;">:</p> <ul style="list-style-type: none"> <li>• <b>THREE hospitals with at least 300 beds and 125 employees each</b></li> <li>• <b>OR TWO hospitals with at least 500 beds and 200 employees each</b></li> <li>• <b>OR ONE hospital with at least 750 beds and 250 employees</b></li> </ul>



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<p>02</p>	<p>Sr.No.2-section- VII: Proposal evaluation (Step-2 Technical Evaluation) (at Sr No. 2) Existing Clause: The Bidder should have satisfactory executed/executing a single work order of sanitation &amp; housekeeping with atleast 500 beds and 150 employees for atleast three years in the past five years (10marks). One contract 02 marks Two contracts 04 marks Three contracts 06 marks Four contracts 08 marks Five contracts and above 10 marks</p> <p>Suggested Amendment: Manpower Performance Certificate (Quantum of services satisfactorily provided under a single contract for sanitation and housekeeping purposes) - 10 Marks Only the highest manpower deployment under a single satisfactorily completed contract in the last ten years may be considered, as follows: Bed Strength Marks 500 Beds 02 Marks 750 Beds 04 Marks 1000 Beds 06 Marks 1200 Beds 08 Marks 1500 Beds 10 Marks</p>	<p><b>Amended to:</b></p> <p><b>The Bidder should have satisfactory executed/executing sanitation and housekeeping services in at least One Govt. or Pvt. Hospitals with at least 300 beds and 125 employees each in last 10 years(10marks).</b></p> <p><b>One contract: 02 marks</b> <b>Two contracts: 04 marks</b> <b>Three contracts: 06 marks</b> <b>Four contracts: 08 marks</b> <b>Five contracts and above: 10 marks</b></p>
<p><b>Observation-4</b></p>		
<p><b>Sr. No.</b></p>	<p><b>Observation</b></p>	<p><b>Reply</b></p>
<p>01</p>	<p>IN QCBS Parameter : Total number of sanitations man power onroll (Determined from Form 9A, EPF &amp; 5-Return of Contribution to ESI/other documents) (30 marks) For proof, EPF/ESIC challan/Bank Statement of month January 2025 to be submitted) other points in tender document for the month of May 2025.</p>	<p><b>To be read as :</b> Total number of sanitations man power onroll (Determined from Form 9A, EPF &amp; 5-Return of Contribution to ESI/other documents) (30 marks) For proof, EPF/ESIC challan/Bank Statement of month <b>MAY 2025</b> to be submitted &amp; other details remains same as per QCBS Criteria.</p>

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES**  
Bilaspur, Himachal Pradesh-174037  
(An Autonomous Institute of Ministry of Health &  
Family Welfare, Govt. of India)

**Buyer's Additional Terms and Conditions**



**Reference No. .** : **AIIMS/BLS/(G)/2025-26/**

**Brief Description of Contract** : **OUTSOURCING OF SANITATION & HOUSEKEEPING SERVICES FOR IPD, OPD and AYUSH BLOCK AREA.**

For processing convenience, a duly signed, stamped **HARD COPY** of **Technical Bid** after page numbering with **Index (check List-Annexure-XII)** & all necessary supporting documents including brochures/technical literature etc. should be sent through post. For the purpose of evaluation, **BID SUBMITTED ONLINE (on GeM) ONLY WILL BE USED.**

Please note that receipt of Hard Copy of the bid at our end will not be proof of having submitted the bid and hard copy will not be considered if online bid is not submitted or found faulty for any technical reasons of the GeM Portal. **in case of any variation in the hard copy bid and the online bid data/details/specifications, only online data/details/specifications will be considered.**

The 'hard copy' of technical bid along with **EMD instrument** shall be placed in one sealed envelope super-scribed "Proposal with EMD/Exempted (Tick on Appropriate) for providing Sanitation and Housekeeping Services in All India Institute of Medical Sciences, Bilaspur H.P." to be sent following address:

**F.I. Procurement**  
**Procurement Section**  
**AIIMS Bilaspur, HP 174037**

**Rate of Service Charges:** The rate of service charges should not be **less than 3.85%** as per Instructions issued by ministry of finance OM no- F.6/A/1/2023-PPD Dated 06-01-2023 and other instructions issued time to time. In case of any bids found to be lower than the minimum floor price for service charges the bid will be rejected outrightly.

**Period of Contract:** Initially for a period of One year, which can be further extended year to year basis on mutual consent basis extent of **maximum 3 Years.**

**Service providers who will be engaged in providing Sanitation & Housekeeping services in the outer areas of the Institute shall not be eligible to participate in this tender. If such service providers submit a bid for this tender, their bid shall be summarily rejected and shall not be considered for further evaluation under any circumstances.**

## SECTION – I

### GENERAL INSTRUCTIONS TO BIDDERS (GIB)

#### A. PREAMBLE

#### 1. Introduction

All India Institute of Medical Sciences, Bilaspur is being established under the Pradhan Mantri Swasthya Suraksha Yojana (PMSSY) of Govt. of India. The Institute is to be established over a span of about 247-acre (99.96 hectare) land on National Highway – 205 (Shimla-Kangra), in the village Kothipura of District Bilaspur, Himachal Pradesh. AIIMS- Bilaspur .The Hon'ble Prime Minister of India, Shri Narendra Modi inaugurated on 05 October 2022 and has been made functional with full strength of 750 bedded hospital equipped with all modern facilities.

#### 2. Details of Areas:

Sr. No.	Location	Area (m <sup>2</sup> )
(i)	<b>Carpet Area (Hospital Area A, B, C, D, E, F Block, IPD, O.P.D.&amp; Ayush Block)</b>	<b>80,000.00 m<sup>2</sup> approximately</b>

#### 3. Instructions:

- (i) Bids shall be submitted online at <https://gem.gov.in/>. One print copy (Hard copy) of the bid duly signed and stamped and page numbered with index along with all necessary supporting documents must be submitted to **Faculty In-charge, Procurement and store, AIIMS Bilaspur, Himachal Pradesh-174037 superscribed with “AIIMS/BLS/(G)/2025-26/..... Tender for OUTSOURCING OF SANITATION SERVICES”**.
- (ii) The Bidder shall download the Tender Enquiry Document directly from the websites <https://gem.gov.in/> and shall not tamper/modify it. In case if the same is found to be tampered/modified in any manner, Tender/Bid will be summarily rejected and EMD would be forfeited.
- (iii) Bidders are advised to follow the instructions provided in the “Instructions for Online Bid Submission” in Tender Enquiry Document.
- (iv) Bidders are advised to visit this website regularly to keep them updated, for any changes/ modifications in the Tender Enquiry Document.
- (v) Intending bidder are advised to visit GeM website <https://gem.gov.in/> regularly till closing date of submission of bid, for any corrigendum.
- (vi) The documents to be submitted in their bid may be scanned with minimum 100 dpi with black and white option which helps in fast uploading.
- (vii) The Applicant, is required to submit **Earnest Money Deposit (EMD) of @ 5% of the estimated value** in the form of demand draft/FDR drawn in favor of Miscellaneous Account, *AIIMS-Bilaspur*, payable at Bilaspur, along with his proposal. EMD submitted by any other mode will be rejected.
- (viii) The EMD is to remain valid for a period of 45 days beyond the proposal validity period (Proposal validity period is 180 days from the opening date of the proposal). In case the Tender Process takes longer than 45 days beyond the proposal validity period, the successful Applicant will submit a fresh **Earnest Money Deposit (EMD) of @ 5% of the estimated value** before the expiry of earlier instrument through which the EMD was furnished.

## B. TENDER ENQUIRY DOCUMENT

### 1. Corrigendum to Tender Enquiry Document

1.1 At any time prior to the deadline for submission of bids, the purchaser may, for any reason deemed fit by it, modify the Tender Enquiry Document by issuing suitable Corrigendum to it

1.2 Corrigendum will be notified through <https://gem.gov.in/only>.

1.3 In order to provide reasonable time to the prospective bidders to take necessary action in preparing their bids as per the amendment, the purchaser may, at its discretion extend the deadline appropriately for the submission of bids and other allied time frames, which are linked with that deadline.

### 2. Clarification of Tender Enquiry Document

A bidder requiring any clarification or elucidation on any issue of the Tender Enquiry Document may take up the same with the purchaser through GeM Portal only. The purchaser will respond through GeM Portal to such request provided the same is uploaded within the time schedule mentioned in "Critical Date Sheet".

## C. PREPARATION OF BIDS

### 1. Documents Comprising the Bid

The **Two Bid System**, i.e. "Techno – Commercial Bid" and "Price Bid" prepared by the bidder shall comprise the following:

#### A) Techno – Commercial Bid (Un-priced Bid)

- a. Scanned copy of "EMD/Bid Security" furnished in accordance with GIB alternatively, documentary evidence as per tender document for claiming exemption from payment of EMD/Bid security to be uploaded.
- b. Scanned copy of "Tender Acceptance Form" as per tender document to be uploaded.
- c. Scanned copy of "Performance Statement" as per tender document along with relevant copies of orders and End Users' satisfaction certificate to be uploaded.
- d. Scanned Copy of GST Registration Certificate.
- e. The Scanned Copies of following documents, wherever applicable may be uploaded under "Other Important Documents":
  - i. Scanned copy of Documentary evidence, as necessary in terms of clauses of GIB establishing that the bidder is eligible to submit the bid and, also, qualified to perform the GeM Contract if its bid is accepted to be uploaded.
  - ii. Scanned copy of Documents and relevant details to establish in accordance with GIB that the Services to be supplied by the bidder confirm to the requirement of the Tender Enquiry Document to be uploaded.
  - iii. Scanned copy of Documents confirming to Sole Proprietorship/ Partnership/Private Limited Firm, Power of Attorney in favour of signatory of Tender/Bid etc. may be uploaded.
  - iv. Scanned Copy of undertakings and Other Documents as per TED.

**Bids will be submitted in the following format.**

- (i) Technical Bid
- (ii) Financial bid
- (iii) Earnest Money deposit of **Earnest Money Deposit (EMD) of @ 5% of the estimated value**

It is the responsibility of the bidder to go through the Tender Enquiry Document to ensure uploading all required documents in addition to above, if any

#### B) Price Bid:

The Percentage of Service Charge should be quoted in Financial Rate window in GeM Portal. **Filled format (PDF) provided in Annexure-IX will also be submitted (uploaded) with Financial Bid and submission of the Financial Bid with Technical bid may lead to rejection of bid.**

The Service Charge in percentage quoted shall not be less than the **3.85%** as per instructions issued by ministry of finance OM no- F.6/A/1/2023-PPD Dated 06-01-2023 and other instructions issued time to time.

The Service Charges quoted by the Bidder shall remain unchanged for the entire period of contract irrespective of the change in Minimum Wages.

Quoting of Service charge beyond the prescribed window in the financial bids (GeM Portal) shall not be accepted.

The Bidder, while quoting the service charge shall carefully consider the charges/amount incurred towards Machinery, Equipment, Consumables, statutory taxes, provision for two sets of uniforms to the personnel etc., and then quote the service charge accordingly.

- C) Payment will be made every month subject to the production of a satisfactory performance report duly verified and signed by the user department & Facility manager of respective areas along with the certified bill.**
- D) No escalation of rates quoted will be allowed during the period of the contract except due to revision of minimum wages or revised statutory provision. The revision of bills on account of revision of minimum wages will be to the proportion of the amount paid for the wages of the Sanitary Personnel engaged in sanitation and housekeeping services out of the total monthly bill. For this purpose, the number of personnel in respective cadres as per tender documents will be considered.**
- (a) The authorized signatory of the bidder must sign the bid. Individuals signing the bid or other documents connected with a GeM Contract must specify whether he signs as:
- i) A 'Sole Proprietor' of the firm or constituted attorney of such Sole Proprietor.
  - ii) In case of partnership firm, he must have authority to quote & to refer to arbitration dispute concerning the business of the partnership either by virtue of the partnership agreement or apower of attorney.
  - iii) Constituted attorney of the firm if it is a company.

**Note:**

- 1) In case of (ii) above, a copy of the partnership agreement duly registered with "Registrar of Firm's" or general power of attorney, in either, case, attested by a Notary Public should be uploaded, or affidavit on stamped paper of all the partners admitting execution of the partnership agreement or the general power of attorney should be uploaded.
  - 2) In case of the partnership firms, where no authority to refer disputes concerning the business of the partnership has been conferred on any partner, the bid and all other related documents must be signed by every partner of the firm and uploaded.
  - 3) Person signing the Tender Acceptance Form or any documents forming part of the contract on behalf of another shall be deemed to warrantee that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the purchaser may, without prejudice to other civil and criminal remedies, liable for rejection of bid or cancel dcontract and hold the signatory liable for all cost and damages.
- (b) A bid, which does not fulfil any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.
- (c) Bid sent by Fax/E-mail shall be ignored.
- (d) Firm debarred by any Govt. /Govt. undertaking for participating in GeM Contract will not be considered for award of GeM Contract during the period of debarment.**

**2. Documents Establishing Bidder's Eligibility and Qualifications**

The bidder shall furnish, as part of its bid, relevant details and documents establishing its eligibility to quote and its qualifications to perform the Contract if its bid is accepted.

### 3. Documents establishing Goods/Service Conformity to Tender Enquiry Document.

The bidder shall upload in its bid the required as well as the relevant documents like technical data, literature, drawings etc. to establish that the services offered in the bid fully confirm to the services specified by the purchaser in the Tender Enquiry Document. For this purpose, the bidder shall also upload a clause-by-clause commentary on the technical specifications and other technical details incorporated by the purchaser in the Tender Enquiry Document to establish technical responsiveness of the services offered in its bid.

- (a) In case there is any variation and/or deviation between the services prescribed by the purchaser and that offered by the bidder, the bidder shall list out the same in a chart form without ambiguity and provide the same along with its bid.
- (b) **If a bidder furnishes wrong and/or misleading data, statement(s) etc. about technical acceptability of the services offered by it, its bid will be liable to be ignored and rejected in addition to other remedies available to the purchaser in this regard.**

### 4. Bid Security (BS) /EMD

- (a) The bidder shall furnish along with its bid, Bid Security for amount **Earnest Money Deposit (EMD) of @ 5% of the estimated value** as shown in the Notice Inviting Tenders (NIT).
- (b) The original Earnest Money/Bid Security must be delivered to address as given in NIT till bid opening date and time as mentioned in "Critical Date Sheet" failing which the bid shall be summarily rejected. The scanned copy of original Bid Security/EMD may be uploaded along with the bid.
- (c) The bidders who are currently registered with MSME for the services as per Tender document specification shall be eligible for exemption from Bid Security as defined in MSME Procurement Policy issued by the department of MSME. In case the bidder falls in this category, the bidder shall upload relevant certificate of registration for the subject services issued by department of MSME.
- (d) The Bid Security shall be denominated in Indian Rupees. The Bid Security shall be furnished in one of the following forms:
  - Account Payee
  - Demand Draft
  - Fixed Deposit Receipt
  - Banker's Cheque
  - Bank Guarantee from any of the commercial bank
  - Payment online in an acceptable form (i.e. RTGS, NEFT etc.)
- (e) The demand draft/FDR shall be drawn on any Nationalized/commercial bank in India, in favour of "Executive Director, AIIMS Bilaspur" as indicated in the NIT payable at Bilaspur, H.P. and it has to be submitted with Technical Bid to this office (Scanned copy of DD/FDR etc., to be uploaded online) towards EMD, failing which the bid will be rejected. Bidders MUST write their name and full address at the back of the Demand Draft/FDR.
- (f) The Bid Security shall be valid for a period of forty-five (45) days beyond the validity period of the bid. As validity period of Bid is 180 days, the Bid Security shall be valid for 225 days from Techno – Commercial Bid opening date.
- (g) The Bid Security of successful bidder will be returned without any interest, after receipt of performance security from that bidder.

5. Bid Security is required to protect the purchaser's right against the risk of the Bidder's conduct, which would warrant the forfeiture of the Bid Security. Bid Security of a bidder will be forfeited, if the bidder withdraws or amends its bids or impairs or derogates from the bid in any respect within the period of validity of its bid or if it comes to the notice that the information/documents furnished in its bid is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The Bid Security of the successful bidder will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.

### 6. Bid Validity

- (a) The bid shall remain valid for acceptance for a period of 180 days (One hundred and Eighty days) after the date of bid opening prescribed in the Tender Document. Any bid valid for a shorter period shall be treated as unresponsive and rejected.
- (b) In exceptional cases, the bidder may be requested by the purchaser to extend the validity of their bids upto a specified period. Such request(s) and responses thereto shall be conveyed by mail/fax/email. The bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid and they are also to extend the validity period of the Bid Security accordingly. A bidder, who may not agree to extend its bid validity after the expiry of the original validity period, their bid will not be considered further and the Bid Security furnished by them shall be returned.

- (c) In case the day up to which the bids are to remain valid falls on/ subsequently declared a holiday or closed day for the purchaser, the bid validity shall automatically be extended up to the next working day.

## **D. SCRUTINY AND EVALUATION OF BIDS**

### **1. Basic Principle**

Bids will be evaluated on the basis of the terms & conditions already incorporated in the Tender Enquiry Document, based on which bids have been received and the terms, conditions etc. mentioned by the bidders in their bids. No new condition will be brought in while scrutinizing and evaluating the bids.

### **2. Scrutiny of Bids**

- 2.1 The Purchaser will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required Bid Securities have been furnished, whether the documents have been properly signed stamped and whether the Bids are generally in order.
- 2.2 The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
- 2.3 The Bids will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the Tender Enquiry Document. The bids, which do not meet the basic requirements, are liable to be treated as non-responsive and will be rejected.
- 2.4 In the absence of submission of the following, a bid shall be declared non-responsive during the evaluation and will be ignored:

- Tender Acceptance Form not uploaded.
- Bid/EMD validity is shorter than the required period.
- Required Bid Security (Amount, validity, etc.)/exemption documents have not been uploaded as per stipulated provisions.
- Bidder has not agreed to give the required Performance Security of required amount in an acceptable form for due performance of the contract.
- Bidder has not agreed to other essential condition(s) specially incorporated in the Tender document like terms of payment, penalty clause, dispute resolution mechanism, and applicable law.
- Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
- Bidders or any constituent partner in case of partnership firm, who stand de-registered/banned/blacklisted by any Central Govt. Ministries/AIIMS, Bilaspur, H.P.
- Bidder has not agreed to currency of GeM Contract period.
- Bidder has made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document.

### **3. Minor Infirmary/Irregularity/Non-Conformity**

If during the evaluation, the purchaser finds any minor infirmity and/or irregularity and/or non-conformity in a bid, the purchaser will convey its observation on such 'minor' issues, which has not price implication, to the bidders by GeM/e-mail etc. asking the bidder to respond by a specified date. If the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that bid will be liable to be ignored and rejected.

### **4. Qualification Criteria**

Bids of the bidder, who have not uploaded required documents or do not meet the required Qualification Criteria prescribed, will be treated as non - responsive and will not be considered further.

### **5. Comparison of Bids**

The comparison of Administrative/Service Charges expressed for ONE-year, fixed charges inclusive of consumables and equipment of the responsive Bids shall be carried out to determine the lowest bidder and contract shall be awarded to the highest scorer as per QCBS criteria mentioned in proposal evaluation.

### **6. Award Criteria**

Subject to the above, the GeM Contract will be awarded to the highest scorer after bid evaluation on QCBS criteria mentioned in proposal evaluation.

**7. Non-receipt of Performance Security by the Purchaser**

Failure of the successful bidder in providing Performance Security, the bidder liable for forfeiture of its Bid Security and, also, for further actions by the Purchaser.

**8. Return of Bid Security/EMD**

The Bid Security/EMD of the successful bidder and the unsuccessful bidder will be returned to them without any interest, whatsoever.

**E. CORRUPT OR FRADULENT PRACTICES**

It is required by all concerned namely the Bidder /Suppliers/ Purchaser/Consignee/End User etc. to observe the highest standard of ethics during the procurement and execution of such GeM Contract. In pursuance of this policy, the Purchaser: -defines, for the purposes of this provision, the terms set forth below as follows:

“corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in GeM Contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a GeM Contract to the detriment of the Purchaser, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition; Will reject a proposal for award if it determines that the Bidder recommended for award has beenengaged in corrupt or fraudulent practices while competing for the GeM Contract in question; Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a GeM Contract by the purchaser if it at any time determines that the firm has engaged in corrupt orfraudulent practices in competing for, or in executing the GeM Contract.

**F. Area for Scope of work and contract duration**

It is proposed to enter into a GeM-Contract for Outsourcing of Sanitation services for following areas:

**Details of Areas:**

<b>Sr. No.</b>	<b>Location</b>	<b>Area (m<sup>2</sup>)</b>
<b>(i)</b>	<b>Carpet Area (Hospital Area A, B, C, D, E, F Block, IPD, O.P.D.&amp; Ayush Block)</b>	<b>80,000.00 m<sup>2</sup> approximately</b>

**Period of Contract:** Initially for a period of One year, which can be further extended year to year basis on mutual consent basis extent of maximum 3 Years.

**Condition to the effect that the manpower hired for Hospital area can be deployed in outdoor area in emergency situation/ breakdown or any other administrative reasons and in the interest of patients' services or vice-versa.**

**SECTION – II**  
**GENERAL CONDITIONS OF CONTRACT (GCC)**

**1. Performance Security**

- 1.1 The successful tenderer shall have to make **security deposit @ 5%** of the contract value of one year as Performance Based Guarantee (PBG) within two weeks (validity of PBG 14 Months) of the receipt of the intimation of acceptance of their tender and amount of (Rs Awarded Value)/- (Rupees only) already deposited along with the tender will be adjusted in the security deposit.
- 1.2 In the event of any failure /default of the supplier with or without any quantifiable loss to the government, the amount of the Performance Security is liable to be forfeited equivalent to the amount of Supply Order. The needful will be done to cover any failure/default of the supplier with or without any quantifiable loss to the Government.
- 1.3 In the event of any extension of currency of GeM Contract, the supplier shall, within fifteen (15) days of issue of the amendment or Extension, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the GeM Contract , as amended.
- 1.4 Subject to above, the Purchaser will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations including the warranty obligations (if applicable).
- 1.5 Failure of the bidder to submit the above-mentioned Performance Security shall constitute sufficient ground for the annulment of the contract and forfeiture of the Bid Security.

**2. Scope of Work:**

The Services to be provided by the supplier under this GeM Contract shall conform to the 'Scope of Work' under tender document.

**3 Prices:**

- 3.1 Prices quoted by the bidder shall remain firm and fixed during the currency of the GeM Contract and not subject to variation on any account.
- 3.2 Statutory variation in GST will be applicable during currency of the contract, during the GeM Contract Period after submitting supporting documents (Government notifications) issued by the concerned department.

The Vendor /service provider shall register all the workers under the Biometric Attendance System. Subsequently, attendance marked in the biometric system shall only be utilized to calculate the salary of workers. A duty Roster of all the worker shall be submitted to the concerned reporting officer, who shall verify the presence of concerned worker as per the Roster.

On the 1<sup>st</sup> Day of every month, the biometric attendance data along with physical verification of workers shall be downloaded of the Nodal Officer of Institute and forwarded to the respective reporting officer of the outsourced worker.

The reporting officer shall verify the biometric attendance data and submit a consolidated report which includes

- Name of employee
- Designation,
- Number of days in the month,
- Number of weekly offs,
- Number of days absent
- Number of days payable, etc.

**4. Space for storage area/office**

Unfurnished area will be given by the institute for storage.

## 5. Quality Assurance regarding Performance & Penalty:

- 5.1 This will be based on evaluation parameters decided by the Institute. Any shortcomings in these will invite imposition of penalty clauses as described in terms and conditions. Decision of AIIMS authorities through designated officers/officials, with regard to quality assurance, shall be final, and penalty will be imposed accordingly.
- 5.2 A biometric attendance system shall be installed by the bidder for its personnel deployed at AIIMS with verification access at the Facility manager office in the respective area of responsibility. The bidder will additionally maintain a register in which day to day deployment of personnel will be recorded. The daily attendance shall be printed through the biometric attendance system and shall be countersigned by the Officer In charge /Facility Manager of the respective areas. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be certified by the authorized officials of AIIMS Bilaspur. The bidder has to give an undertaking (mutually agreed format), duly countersigned by the authorized concerned official of the AIIMS, regarding payment of wages as per rules and laws in force, before receiving the 2<sup>nd</sup> payment onwards.
- 5.3 Reports to be submitted by the service provider for quality assurance
  - 5.3.1 A daily report of personnel on duty in all the shifts
  - 5.3.2 A daily report of the status of the equipment and its utilization
  - 5.3.3 A daily report of the washing undertaken
  - 5.3.4 A daily report of the chemicals and the consumables used
  - 5.3.5 A daily report of the general sanitation from the Facility manager or any other officer deputed for the purpose based on the designated Performance
  - 5.3.6 A monthly feedback report from the user areas as based on evaluation parameters decided by the Institute.
  - 5.3.7 A centralized complaint reporting and Redressal mechanism to be manned 24 x 7 by the bidder. All complaints received have to be addressed within 2 hours. The successful closure of the complaint has to be certified by the complainant.
  - 5.3.8 Any other reporting mechanism as desired by the institute /centers from time to time.
- 5.4 Complaint Reporting Mechanism:
  - 5.4.1 The bidder will maintain a centralized complaint reporting and redressal enquiry room which will be equipped with functional landline and mobile telephones.
  - 5.4.2 The bidder will circulate the scope of work and the address and telephone numbers of the centralized complaint and redressal enquiry room in a laminated format in all the areas of the responsibility mentioned in tender documents. The bidder will also ensure that these are available in all the areas. In case of loss/damage these boards have to be immediately replaced.

## 6. PENALTY CLAUSES:

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

- a. Penalty clause after issue of award letter and before taking up the services, have been outlined in this tender.
- b. Inspection for quality assurance can be carried out by all the area in- charges of wards, sanitation supervisors, Facility manager, nursing administrators, hospital administrators, faculty members and any other officers/officials deputed for this purpose.
- c. In case of non-execution of work even after 2 weeks after award of contract, AIIMS, Bilaspur H.P. reserves the right to cancel the contract. The defaulting L-1 bidder may be debarred for a maximum period of 03 years (i) The security deposited by the L-1 bidder shall also be forfeited.
- d. The amount payable for the preceding month will only be released after certification of satisfactory performance by the Facility manager and enclosing copy of last month subscription on account of EPF & ESI paid to the concerned department. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security then the service provider will have to deposit the corresponding amount before release of further payments.
- e. In case of any damage/loss/theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.

- f. The report shall be submitted before 3<sup>rd</sup> of every month. This report shall be forwarded to the concerned agency before 4<sup>th</sup> of every month so that the wages of all the workers is deposited in their respective Savings Bank Accounts, which is mapped to the Aadhaar number of the concerned outsourced staff/worker, before the 07<sup>th</sup> of every month. If the firm fails to provide proof of payment of wages to employees of the firm working at AIIMS by the 10<sup>th</sup> of every month, a fine of 1% of the total monthly bill will be levied per day for the first week, followed by 3% percent per day on the second week and 5 % per day for every subsequent week, for unpaid wages.

**Other penalty clauses:**

S. No.	Description of Irregularities	Penalty to be imposed on service provider after verification by AIIMS authority
1.	Employment of personnel without prior approval from competent authority/authorized person.	Immediate termination of the personnel employed without payment of any dues & fine of Rs.5000 per person.
2.	Less deployment/Absenteeism of manpower as given in tender document or as agreed upon manpower to be included.	Rs 2,000 per less employee per day for the entire deficit numbers
3	Any worker found working for more than one shift in 24 hours,	Rs.500/- per worker per instance
4	Any equipment is not used on any given day either due to breakdown or non-availability of manpower	Rs 5,000 per equipment per day
5	Chemicals, consumables not of desired quality/brand as per the satisfaction of Institute authorities	Rs. 2,000 per instance
6	Any written complaint is received from public or from any Officer/staff of the user areas	Rs. 2,000 for each such instance
7	Inspection by Officer In charge or an ad-hoc committee of designated officials; if the cleanliness is found to be unsatisfactory (based on the evaluation criteria i.e., KPI)	Rs 5,000 per area per instance
8	Centralized complaint reporting and redressal system is not manned or the complaints are not registered or not redressed or the redressal is not certified by the complainant or complaint register is not submitted for inspection to the designated authority whenever asked for.	Rs 2,000 per instance
9	Adverse report (Average and poor report) based on the fortnightly/monthly feedback report from all the user areas on Turnaround time (TAT) and Key Performance Indicators (KPI)	Rs 10,000 per adverse report
10	Deployed staff not found wearing proper uniform or ID card	Rs. 200/ per instance
11	Deployed staff not found wearing appropriate PPE or worn out/dysfunctional PPE	Rs. 500/ per instance
12	Misbehavior by the deployed staff by vendor with AIIMS Employee or Patient/Patient relative/Visitor	Rs.1000/ Per incident
13	For any other breach, violation or contravention of any terms and conditions contained herein	Rs 5,000 per day
14	Services remain consistently unsatisfactory for a period of more than 2 weeks	Upto 5% of the annual contract value or as decided by the Institute
15	sanitation staff deployed remains untrained in housekeeping practices from Govt. approved agencies for National Skill Certification program even after 6 months of award of tender, or in case the firm recruits a new worker after 6 months of award of tender and fails to provide training to him from Govt. approved agencies for National Skill Certification program within one month of recruitment	Rs 10,000/ per employee per week
16	Deployed staff is not found vaccinated against Tetanus, Hepatitis B without valid medical reason or prior vaccination certificate. (For unvaccinated Hepatitis B first dose prior to start work, 2 <sup>nd</sup> and 3 <sup>rd</sup> dose as per 0,1,6-month schedule with follow up after 1 month of last dose, For tetanus at least 2 doses at one month interval as per Government instructions)	Rs 200/employee
17	Deployed staff is found to be below 18 years of age	Rs. 1,000/ per instance with communication to suitable Authorities & termination of staff
18	Biomedical waste collection from various area of AIIMS not transported to common biomedical store facility daily or frequently as per intimation	Rs. 500/ per instance

19	Door to door collection from residential quarters not done for solidwaste as per category of solid waste management rule to site of common storage area	Rs. 200/ per instance
20	Mixing of waste in storage site of BMW, General solid waste and non-segregation of waste at collection point.	Rs. 1000/ per instance and segregation of waste is to be done by service provider within 2 days of his own cost.
21	Not maintaining proper record of BMW as per BMW Rule from site of collection in various collection points	Rs. 500/-per instance
22	Unauthorized dumping of waste inside or found dumping outside the campus.	Rs.5000/- per instance, removal of waste material & action as per law.
23.	Not handing over/Not maintaining documented record of BMW being handed over to Common Biomedical waste treatment facility designated by AIIMS Bilaspur	Rs. 1000/per instance
24	Not giving complied report of BMW to MS office/Authorized authority of AIIMS Bilaspur timely as per BMW Rule	Rs. 1000/ per instance
25	Solid waste collection from various area of AIIMS not transported to common store facility daily or more frequently (In place of more generation as per intimation) or to hand over to designated solidwaste management as designated by AIIMS Bilaspur	Rs. 1000/- per instance
26.	Staff/employee/worker of service provider if found under influenceof drug/alcohol	Removal from job, Fine of Rs. 5000/ and warning to service provider. Rs. 200/- per instance per worker including administrative action as per rule and regulation of institute
27	Service provider found engaged in corrupt practices/tempering of record.	Rs. 25000/ per person with communication to suitable authorities.
28	Taking bribe/money for providing job or misconduct /fraud of similar nature etc.	Termination of contract and Blacklisting of service provider plus Penalty upto 2 % of Annual Contract Value
29	Staff deployed without having essential qualification and requisite experience.	Rs. 10000/ per employee including recovery of whole amount paid to such employee along with his immediate termination.
30	Not submitting/delay in providing any record demanded by AIIMS including access to digital/Biometric record	Rs. 25,000/ Per instance
31	Not providing access to online attendance records	No Payment to the agency till access is provided.
32	Not marking Biometric and Physical attendance by employee	Rs. 1,000/ Per instance
33	Withholding and any information regarding, employment/ termination of employee	Rs. 5,000/ Per instance
34	Employment of persons involved/convicted in heinous crimes, narcotics cases and offence involving moral turpitude. alcohol use disorder & drug addict.	Rs.5,000/ Per person and removal of such person.
35	Any involvement of employee(s) in Scam for providing the Jobs	Termination of employee(s) involved and Fine of rupees 50000/- per person and action as per law with recovery of the amount received.
36	Smoking and other tobacco products are strictly prohibited in the institute premises. If any person found to use this penalty will be imposed.	Rs 200/ per instance.
37	Any violation of Section- IV Part C and provide substandard consumables items	if the vendor provides substandard consumables, then a penalty of 10% of the item cost and replacement from a standard brand should be done. If the item is not replaced a penalty will be levied double the item cost (amount).
38	Unauthorized meeting/ procession/ strike by the employees without prior intimation/notice	Upto 1% of Annual Contract value in case of service provider and salary for each day per instance will be deducted in case of each worker who had not reported on duty based on number of days.
39	Absent from Place of work without prior information/permission.	Leave without pay and warning & termination after third warning.
40	Involved in making patient registration slips and medical consultation during duty.	Fine of Rs. 500 and warning & termination after third warning.
41	Sexual Harassment Allegation/Involvement, proved guilty.	Termination of employee(s) involved and action as per law.
42	Theft of institute property including chemicals and consumable used for cleaning	Termination of the employee involved plus Penalty equivalent to one month salary of the person(s) involved and value of property loss by the institute to be paid by the employee or service provider.

42	Deficiency in contribution of ESIC and EPFO.	Warning and Recovery of dues on 1 <sup>st</sup> Instance. Penalty as decided by the committee authorized by the institute on subsequent instance along with recovery of dues with interest as applicable.
43	Submitted Fake documents of contribution of ESIC and EPFO.	Recovery of dues or any fine imposed by any authority along with interest as applicable. Penalty as decided by the committee authorized by the institute which may include termination of contract & action as per law
44	Any violation of terms of NIT not specifically given above	Minimum Rs. 5,000/ Per instance or as deemed appropriate by the institute
45	Any Other misconduct/ irregularity/deficiency	Penalty as deemed appropriate by the institute
46	<b>If any offence is repeated, the penalty will be levied twice of the penalty amount on second instance, thrice the penalty amount on third instance and the concerned employee may be removed from services.</b>	

g.

**In case of any breach of contract terms, failure in performance, violation of statutory obligations, or submission of false/ misleading information, appropriate penalties shall be imposed as per the terms of this tender. In addition, AIIMS Bilaspur reserves the right to initiate further action, including legal proceedings, as may be deemed necessary under the applicable laws and rules in force & it will be subjected to the jurisdictional limits of District Bilaspur (H.P.)**

**SECTION – III**  
**OTHER TERMS & CONDITIONS:**

1. The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the institute. No payments would be released till the contract license is submitted to the institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus(If Applicable), Workmen's Compensation, EPF and any other laws and rules applicable, in this regard.
2. In case any person engaged by the Service Provider is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority
3. The institute shall not provide any sort of accommodation to the personnel deployed by the Service provider and no cooking/lodging will be allowed in the premises of the institute at any time.
4. If any complaint of misbehavior and misconduct by personnel of the service provider comes into the knowledge of the institute authorities then responsibility for all such activities shall be of the service provider and any loss owing to negligence or mishandling by the personnel employed by the service provider, the service provider shall himself be responsible to make good for the losses so suffered by the Institute.
5. The service provider shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the institute premises and near to it.
6. The Institute will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor.
7. The contract can be terminated by the first party (Executive Director, AIIMS, Bilaspur) without assigning any reason, by giving **three** months' notice. The second party (the service provider) if so desire to terminate the contract will be required to give **six** months' notice or till institute is able to make alternative arrangements, whichever is earlier.
8. In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
9. **The agency shall not engage the personnel below the age of 18 years.** All the personnel deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in the Institute.
10. The service provider shall not employ any worker who is/ was terminated, removed, or given break by any agency for his misconduct, behavior, indiscipline etc.,
11. The service provider shall adopt zero tolerance towards consumption drugs / narcotics / use of liquor and its supply his employees. Any person found indulged in such activities shall be removed immediately by the service provider.
12. That the service provider shall not employ any person convicted / involved in heinous crimes, narcotics drugs and psychotropic substance cases and offence involving Moral Turpitude.
13. That the agency shall not engage any person without the verification and prove of committee constituted by the Institute.
14. Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as and when required.

15. 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 'Institute' from the Service Provider.
16. The contract will be valid for a period of one year from the date of commencement which can be further extended for another two years on yearly basis subject to satisfactory performance with mutually agreeable terms and conditions. The service provider will have to commence the work within one month of the award of the contract.
17. The bidder shall not engage any sub-contractor or transfer the contract to any other service provider.
18. The service provider has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor and not on Institute administration.
19. The service provider shall provide all details of persons to be employed or terminated by it to AIIMS at least 15 days before the employment/termination of services. All recruitments shall be valid only after the approval of committee.
20. The service provider shall be responsible for all acts of omission/commission in the institute by their employees during the course of discharge of their duties at the institute. All India Institute of Medical Sciences, Bilaspur, H.P. will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.
21. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in AIIMS. AIIMS authorities reserve its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the AIIMS on medical examination of such employees, shall be borne and paid by the bidder/vendor.
22. The service provider's work shall be executed under the Sanitation Officers/Sanitation Inspector/Sanitation Supervisor of the AIIMS. The service provider shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection.
23. The Service Provider shall issue Universal Account Number (UAN)/EPF Passbook/ESI card to every worker and shall supply the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work.
24. The contractor will be solely responsible for the compliance of all statutory regulations applicable to the contractor/labour as also other Central & State Government statutory regulations associated with such work. If on account of non-compliance with the provisions of any such laws, AIIMS is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the service provider shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the service provider. The service provider will sign an Indemnity Bond in favour of AIIMS, to this effect. No liability whatsoever shall attach to the AIIMS on account of or any failure on the part of the service provider to observe these regulations.
25. The personnel deployed shall be employees of the contractor and all statutory liabilities such as ESI, EPF, Workmen's compensation as per relevant statutory Act, etc. shall be paid by the contractor/service provider. The list of personnel to be deployed shall be made available to AIIMS and if any change is required on part of AIIMS, a fresh list of personnel shall be made available by the bidder after each and every change. The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum wages Act, Contract Labour (Regulation and abolition) Act, ESI, EPF and various other Acts as applicable from time to time with regard to the personnel engaged by

the bidder for the AIIMS. Bidder shall provide IP number allotted by ESI authorities for each and every employee deployed by the bidder at AIIMS against the contract.

26. The personnel deployed/any agency/employee of service provider/bidder, shall not have any claim against the AIIMS Bilaspur, HP for any dispute regarding employment, negligence, accident, etc. during the course of their engagement by the service provider in the AIIMS Bilaspur HP.
27. That AIIMS Bilaspur HP does not employ or recognize any worker/employee/staff deployed by Service provider for the performance of work.
28. That AIIMS Bilaspur HP shall not be responsible or liable for any dispute between service provider and his/her workers, between workers and workers, between workers and outsiders.
29. That AIIMS Bilaspur HP shall not be responsible for any payment which is to be made on behalf of service provider to any statutory authority or private party for performance of work.
30. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective EPF authorities within seven days of end of every month. Particulars of personnel engaged for the AIIMS works are required to be submitted to the AIIMS. In the eventuality of the bidder failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the Director AIIMS is entitled to recover equal sum of money from any payment due or accrue to the bidder under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for the AIIMS.
31. The Service provider will have to deposit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee in every month.
32. The Service provider shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations including the rate of payment of minimum wage whichever is higher between Central or State government have to be comply with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. The Service provider has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on non-judicial stamp paper of Rs 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.
33. As per agreement contract for outsourcing agencies etc. the following documents, certificates, affidavits and verification etc. are required to be endorsed/sent with the bills submitted for payment.
34. The bill has to be accompanied with:
  - (i) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of AIIMS on a daily basis.
  - (ii) Bidder shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at AIIMS against this contract.
  - (iii) Particulars of the personnel engaged for the AIIMS work are required to be submitted to AIIMS.
  - (iv) The bidder has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be made submitted along with bills.
  - (v) Bills in detail may be drawn as per column given below:
    - Basic+VDA
    - ESI(3.25% of Basic +VDA) Deducted upto Rs. 21000/-
    - EPF @12% +EDLI 0.5% + Admin Charges 0.5% total 13 % of Total +VDA Limit upto 15000/-
    - Bonus (If Applicable) as per Provision laid out in Bonus Act

- Uniform Outfit and Washing Allowance (3% of Basic+VDA)
- Service Charges (As applicable)
- GST (As applicable)
- Any other head under which payment sought

(vi) For individual SA/ supervisor etc. due and net payable/paid monthly wages etc. may be furnished as per enclosed Performa:

- S. No.
- Name/ EPF Code & IP No. (if any)
- Basic+VDA (as applicable)
- Uniform Outfit & Washing Allowance (3% of Basic+VDA)
- Net Due [Basic +VDA+Uniform outfit & washing allowance-Employee share of EPF &ESI(as applicable)]
- Total Days (Duties)
- Total No. of Days (Duties)
- P.F Employer Share 13%
- P.F Employee Share 12% Deducted (-)
- ESI Employer Share 3.25%
- ESI Employee Share 0.75% Deducted (-)
- Total Net Payable/Paid
- Bank Account No., IFSC code and Bank name, AADHAR number

(vii) Certificate/affidavit by service provider:

35. The tenderer should submit authorization certificate and name of the principal of the authorized distributor, from where these chemical/pesticides will be procured by them. No disinfectant/chemical/pesticides will be used after its expiry date and it will be subject to quality approvals at the time of use/spraying.
36. The successful bidder will also provide purchase proof (Either manufactures bill/ manufacturer authorized dealers bill) at the time of submission of their monthly bill.
37. The successful Tenderer shall comply with all instructions/direction/rules and regulations of any statutory authority and discharge all obligations, imposed upon him by the statutory authorities or under any law and shall indemnify the Institute and officers/employees from any claim or consequences/damages for any lapse or noncompliance thereof.
38. The successful Tenderer shall have to follow all the instructions given to them from time to time by the competent authority or person nominated by him.
39. The successful Tenderer shall furnish the full particulars (Brief resume including names, permanent & local addresses and Police Verification Report and affidavit of person that he/she was not terminated, removed or given break for indiscipline / misconduct by any previous employer)of the staff engaged by him at AIIMS premises along with their latest photographs, within fifteen days from the award of tender.
40. The successful Tenderer shall provide uniform, personal protective equipment and identity cards to their workers from the date of commencement of work. The worker shall always display the identity card while at work.
41. The successful Tenderer and his worker shall abide by the rules and regulations of the Institute as well as directions/instructions issued by the Executive Director of Institute or on his behalf by the authorities from time to time and violation of which may result in cancellation of the contract. In the event of infringement of any law by any of the workers engaged by the successful Tenderer, Tenderer shall be under obligation to change the worker immediately on the instruction of the Institute authorities.
42. The successful Tenderer shall be liable to pay compensation for any loss or damage caused to the property of the Institute under the contract.

43. The successful Tenderer is responsible for any illegal activity of the employee during his work / presence in the Institute / Hospital premises.
44. Principal Employer or Authorized Representative if any, shall not be responsible financially or otherwise for any injury to the staff deployed by the contractor in the course of performing the duty for /on the behalf of the contractor.
45. The successful Tenderer shall maintain a register for the routine instructions, and schedule of preventive pest management services.
46. The successful Tenderer has to provide supervisory and management support to his own staff to get the maximum output from the personnel deployed at AIIMS. Teaching and training for the same has to be done by the Contractor.
47. The successful tenderer shall carry out the Regular and periodical preventive services as well as anyurgent calls, as and when warranted under the service Contract, at the approved rates only.
48. AIIMS reserves the rights for testing the samples of chemicals any time during the contract. Samples of various materials required for testing shall be provided free of charges by the agency. If the test report is adverse than the testing charges, other expenditures required to be incurred for taking / dispatching the samples, conveyance, packing etc., shall be borne by the agency itself.
49. Document verification for Joining of outsourced manpower against the GeM Contract will be counter verified by the AIIMS Bilaspur. The service provider shall take approval of the competent authority before the Induction and removal of the employees.
50. All requirements shall be valid only after the approval of committee/Faculty In-charge Sanitation.
51. **Waiver:** At any time, any indulgence or concession granted by AIIMS shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further the failure of AIIMS to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of AIIMS to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

**52. Payment Terms :**

52.1 100% payment would be made on receipt the submission of the following documents:

52.2 Supplier submitted the bills accordingly as per tender documents (GCC).

52.3 The supplier must ensure that the staff employed by them is paid their salary in bank account of the respective staff through cheque or RTGS/NEFT/IMPS by 7th of next month for immediately preceding completed month. An undertaking to this effect must be submitted to the AIIMS by 10th of the next month. The firm will also give undertaking and documentary proof about payment made in the previous month towards EPF/ESI contributions as applicable under existing statute / law regarding employees engaged by the firm along with bill submitted for the subsequent month.

52.4 No advance payment shall be made in any case by the AIIMS, Bilaspur for performance of this contract.

**53 Termination for Default:**

53.1 The Purchaser without prejudice to any other contractual rights and remedies available to it the Purchaser, may, by written notice of default sent to the supplier, terminate the GeM Contract, if the supplier fails to deliver any services or fails to perform any other contractual obligation(s) within the time period specified in the GeM Contract, or within any extension thereof granted by the Purchaser.

53.2 It is hereby also informed that in case any administrative action (imposing of risk purchase, warning letter etc.) is taken by the AIIMS during the GeM Contract period against any approved vendor, it would be reflected during finalization of the next GeM Contract as “past performance” of that firm.

53.3 The Performance Security in such cases will be forfeited equivalent to the amount of GeM Contract.

53.4 Unless otherwise instructed by the Purchaser, the supplier shall continue to perform the GeM Contract to the extent not terminated.

54 **Termination for Insolvency:** If the supplier becomes bankrupt or otherwise insolvent, the purchaser

reserves the right to terminate the GeM Contract at any time, by serving written notice to the supplier without any compensation, whatsoever, to the supplier, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the Purchaser.

#### **55 Force Majeure :**

55.1 Notwithstanding the provisions contained in above clauses of GCC, the supplier shall not be liable for imposition of any such sanction so long the delay and/or failure of the supplier in fulfilling its obligations under the GeM Contract is the result of an event of Force Majeure.

55.2 For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence, and which is not foreseeable and not brought about at the instance of the party claiming to be affected by such event and which has caused the performance or delay in performance. Such events may include, but are not restricted to, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management and freight embargoes.

55.3 If a Force Majeure situation arises, the supplier shall promptly notify the Purchaser in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the Purchaser in writing, the supplier shall continue to perform its obligations under the GeM Contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

55.4 If the performance in whole or in part or any obligation under this GeM Contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the GeM Contract without any financial repercussion on either side.

55.5 In case due to a Force Majeure event the Purchaser is unable to fulfill its contractual commitment and responsibility, the Purchaser will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

#### **56 Termination for Convenience:**

56.1 The Purchaser reserves the right to terminate the GeM Contract, in whole or in part for its Purchaser's convenience, by serving written notice on the supplier of 90 days or three months at any time during the currency of the GeM Contract.

56.2 The Supplier reserves the right to terminate the GeM Contract, in whole or in part for its Purchaser's convenience, by serving written notice by the supplier of 180 days or six months at any time during the currency of the GeM Contract.

#### **57 Resolution of Disputes:**

57.1 If dispute or difference of any kind shall arise between the Purchaser/Consignee and the supplier in connection with or relating to the GeM Contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

57.2 If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the SCC, either the Purchaser/Consignee or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India.

57.3 In the case of a dispute or difference arising between the Purchaser and a domestic Supplier relating to any matter arising out of or connected with the GeM Contract, such dispute or difference shall be referred to the sole arbitration to be appointed by the Director, AIIMS Bilaspur H.P. The award of the arbitrator shall be final and binding on the parties to the GeM Contract subject to the provision that the Arbitrator shall give reasoned award in case the value of claim in reference exceeds Rupees One lakh (Rs. 1,00,000/-). Venue of Arbitration: The venue of arbitration shall be the place from where the GeM Contract has been issued, i.e., Bilaspur Himachal Pradesh, India. Jurisdiction of the court will be from the place where the Tender Document has been issued, i.e., Bilaspur Himachal Pradesh, India.

57.4 **Applicable Law:** The GeM Contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

58 **Withholding and Lien in respect of sums claimed:**

58.1 Whenever any claim for payment arises under the GeM Contract against the supplier the purchaser shall be entitled to withhold and also have a lien to retain such sum from the security deposit or sum of money arising out of under any other GeM Contract made by the supplier with the purchaser, pending finalization or adjudication of any such claim.

58.2 It is an agreed term of the GeM Contract that the sum of money so withheld or retained under the lien referred to above, by the purchaser, will be kept withheld or retained till the claim arising about of or under the GeM Contract is determined by the Arbitrator or by the competent court as the case may be and the supplier will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention.

## **59 Fall Clause:**

Fall clause is a price safety mechanism. The fall clause provides that if the GeM Contract holder reduces its price or sells or even offers to sell the contracted services of identical specification and terms & conditions to that of the GeM Contract, at a price lower than the GeM Contract price, to any person or organization during the currency of the GeM Contract, the GeM Contract price will be automatically reduced with effect from that date for all the subsequent supplies under the GeM Contract and the GeM Contract amended accordingly.

60 No employee shall be assigned a workplace for a period more than 4 months. Rotation of employee should be carried out in a staggered manner with prior approval of AIIMS Authorities.

61 The person deployed/any agency/employee of service provider/bidder, shall not have any claim against the AIIMS Bilaspur, HP for any dispute regarding employment, negligence, accident, etc. during the course of their engagement by the service provider in the AIIMS Bilaspur HP.

62 That the AIIMS Bilaspur HP does not employ or recognize worker/employee/staff deployed by Service provider for the performance of work.

63 That the AIIMS Bilaspur HP shall not be responsible or liable for any dispute between service and his/her workers, between workers and workers, between workers and outsiders.

64 That the AIIMS Bilaspur HP shall not be responsible for any payment which is to be made on behalf of service provider to any statutory authority or private party for performance or work.

65 The Service Provider shall issue Universal Account Number (UAN)/EPF Passbook/ESI card to every worker and shall supply the code number allotted by the local ESI/EPF authorities. The service provider shall ensure compliance within 90 days of the award of work.

66 Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the service provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as and when required.

67 The bidder shall not engage any sub-contractor or transfer the contract to any other service provider.

68 The Successful Tenderer shall furnish the full particulars (Brief resume including names, permanent & local addresses, Aadhar Card and Police Verification Report) of the staff engaged by him at AIIMS premises along with their latest photographs, within fifteen days from the award of tender.

69 The contractor shall provide the evidence of immunization of staff to AIIMS as and when required.

**Section- IV**  
**Part-A**

**Details of manpower required**

S. No.	Designation of Category	Total No. of employees	Essential qualification	Minimum Experience	Remarks
1	Facility Manager (Skilled)	01	Bachelor's degree in Hotel Management/ Hospital Management	02 years' experience in Supervision of sanitation	General/ Shift Duty
			Or		
			Diploma in Sanitary Inspector /Hotel Management/ Hospital Management course from a recognized Institution or Equivalent	03 years' experience in Supervision of sanitation	
2	Sanitation Supervisor (Unskilled Supervisory)	08	Bachelor's degree in Hotel Management/ Hospital Management	01 Year experience in sanitation field	Shift Duty
			Or		
			Diploma in Sanitary Inspector /Hotel Management/ Hospital Management course from a recognized Institution or Equivalent	02 years' experience in sanitation field	
3	Pest Control Supervisor (Unskilled Supervisory)	01	Diploma in Pest Control or equivalent	0-1 Year experience in Pest Control field	General/ Shift Duty
			Or		
			10+2 and minimum 02-year experience in same field	02 years' experience in Pest Control field	
4	Store Keeper (Skilled)	01	Any Bachelor degree with experience of inventory/store management preferably in health care & to operate computer application.	2 years	General/ Shift Duty
5	Pest Control Attendant (Un-Skilled)	04	12th pass and Minimum 1 year experience in same field.	1 year	Shift Duty
6	Sanitary Attendant # (Un-Skilled)	205	10 <sup>th</sup> pass or Minimum 1 year experience in same field of at least 50 bedded hospitals.	0-1 year	Shift Duty
	<b>Total Manpower</b>	<b>220</b>	<b>Age Criteria : Minimum 18 &amp; maximum up to 60 Yrs. for all outsourced posts</b>		

#The designation and qualification of Person with higher experience shall be preferred

Option/Tolerance clause is applicable @25% (if required by competent authority)

A. It will be responsibility of successful bidder to verify all document of manpower being deployed from the committee designated by AIIMS authority.

## PART – B

### Details of Equipment's required for Sanitation and housekeeping work:

S. No.	Name of Machinery	Numbers	Specs, as per Requirement
1.	Ride on scrubbers	05	(Roots/Eureka Forbes/Crompton Greaves/Karcher/ Dolevo/ Comac)
2.	Walk behind scrubbers	04	
3.	Single disk scrubbers	08	
4.	Vehicle Mounted Diesel/ Petrol Engine Jet Pressure washer	04	(Roots/Eureka Forbes/Crompton Greaves/Karcher/ Dolevo/ Comac)
5.	Dry Vacuum cleaner	06	
6.	Wet Vacuum cleaner	06	
7.	Multi use trolleys/3 or more Bucket carrying trolleys	100	
8.	Transport trolley for all types of waste including biomedical waste	20	
9.	E – Rikshaw/ E- Cart for Collection and dumping of waste materials from all area as mentioned in tender document.	03	
10.	Ride on scrubbers	05	

### Details of Equipment's required for Pest control work:

The firm should provide with the appropriate pest control equipment in adequate number. The required no. Of equipment are as under:

S. No	Name of equipment	Numbers
1.	Steam based spraying equipment for bed bug control	03
2.	Hand Sprayer pump	05
3.	Knapsack Sprayer Pump	02
4.	Hot air gun	05
5.	Hammer Drill Machine	02
6.	Mouse trap	As per requirement
7.	Rat Bait Stations	As Per requirement
8.	Gum Boot	As per requirement
9.	Mask	As per requirement
10.	Hand Gloves	As per requirement
11.	Safety Goggles	As per requirement
12.	Other safety equipment's	As per requirement

1. The cost and maintenance of above listed machinery and equipment will be borne by the vendor and at the termination of contract the vendor has all rights to retain the machinery and equipment.
2. The number of quoted equipment and machinery is tentative & it can be increased or decreased as per actual requirement in consultation with the competent authority of the Institute.
3. Any other equipment/ machinery required for proper sanitation and housekeeping must be provided by the vendor in consultation the competent authority of the Institute.

## Part-C

**Tentative details of Consumables required for Sanitation and housekeeping work (All the consumables provided by the vendor should be of Standard brands/ ISI/ISO/BIS certified or equivalent with prior approval of the competent Authority):**

<b>Sr. No.</b>	<b>Item Name</b>	<b>Tentative details of Consumables required for 1 Year</b>	<b>UOM</b>
1)	WIPER (21 INCH)	700	PCS
2)	NIRMA (1 KG)	1500	KG
3)	DRY FLOOR MOP (24 INCH)	2000	PCS
4)	WET FLOOR MOP (24 INCH)	2200	PCS
5)	FLOOR DUSTER (36X36)	3000	PCS
6)	CLOTH DUSTER	1200	DOZ.
7)	METAL POLISH (200 ML)	2000	PCS
8)	STEEL WOOL SCRUBBER	3000	PCS
9)	URINE SCREEN	4500	PCS
10)	GLOVES	5000	PAIR
11)	HIT RED (220 ML)	500	BOTTLE
12)	HIT BLACK (220 ML)	500	BOTTLE
13)	AIR POCKET (1 PACK 6 PCS)	1000	PCS
14)	URINAL CUB (1 PACK 300GM)	3000	PKT
15)	PHENYLE	15000	CAN 5 Ltr.
16)	FACE TISSUE PAPER	1000	PKT
17)	TOILET BRUSH	1600	PCS
18)	SPIRAL FLOOR CLEANER	200	CAN 5 Ltr.
19)	R2 MULTI PURPOSE	300	CAN 5 Ltr.
20)	ROOM FRESHNER (220 ML)	6500	PCS
21)	R4 FURNITURE POLISH	800	CAN 5 Ltr.
22)	R3 GLASS CLEANER	1000	CAN 5 Ltr.
23)	BLACK PHENYLE	1800	CAN 5 Ltr.
24)	R9 SURFACE CLEANER	500	CAN 5 Ltr.
25)	R7 OIL CLEANER	300	CAN 5 Ltr.
26)	DUST PAN WITH BRUSH	1000	PCS
27)	HARD SARFACE CLEANER	150	CAN 5 Ltr.
28)	R6 HARPIC	6500	CAN 5 Ltr.
29)	NAPHTHALENE BALLS (100 GM PACK)	650	KG
30)	ODONIL (40GM)	8000	PCS
31)	DETTOL HANDWASH (200 ML)	2000	PCS
32)	HANDWASH (WHITE)	6000	CAN 5 Ltr.
33)	MICRO FIBER DUSTER	6000	PCS
34)	VIM BAR (500ML)	200	PCS
35)	AER MATIC ROOM FRESHNER	150	PCS
36)	TOILET TISSUE ROLL	7500	PCS
37)	GREEN SCRUBBER	2000	PCS
38)	DRAIN EXPERT (50GM)	1600	PCS
39)	COBWEB WITH BRUSH 30 Feet	200	PCS
40)	GREEN APPLE R5	500	CAN 5 Ltr.
41)	LIFT POLISH	250	CAN 5 Ltr.
42)	GLASS WIPER	800	PCS
43)	FLUSHMETIC (100GM)	1500	PCS
44)	MACHINE/FLOOR CLEANER ALL IN ONE	2000	CAN 5 Ltr.
45)	BUCKET (20 Ltr.)	400	PCS
46)	MUG	400	PCS
47)	GLOVES FULL ARM	1000	PAIR
48)	DRAIN PUMP (500ML)	800	PCS
49)	SPRAY BOTTLE (SIMPLE) 1 LTR.	900	PCS
50)	TASKI FLOOR CLEANER 1LTR. BOTTLE	1200	BOTTLE
51)	IRON PLATE WITH HANDLE	650	PCS
52)	FEATHER BRUSH	850	PCS
53)	T BRUSH	800	PCS
54)	R1 BATHROOM CLEANER	400	CAN 5 Ltr.

55)	CONCENTRATE (DISINFECTANT)20-20 PHENYL	250	CAN 5 Ltr.
56)	SHOWER GEL (LIQUID SOAP)	400	CAN 5 Ltr.
57)	DOUBLE SIDE SCRUB PAD	700	PCS
58)	PLASTIC SCRUBER	500	PCS
59)	FLOOR POLISH	600	PCS
60)	GARBAGE BAGS(BLUE)	8000	PCS
61)	GARBAGE BAGS(GREEN)	8000	PCS

List of Chemicals for Pest Control: Consumables are used for pest control as per kayakalp guideline and institute requirement.

- Note for Part-C:**
1. The above requirement is tentative in nature and may vary as per the user requirements & number of items.
  2. Consumable items to be provided by Vendor and cost of consumables are shall be borne by vendor. All the consumables will be maintained at all times in adequate quantity. In no circumstances AIIMS will provide any of consumables.
  3. The Quality of consumables procured for sanitation and housekeeping to be inspected by authorized officer and also checked by the Nursing In-charge/ Nursing Coordinator/In-charge of the concerned area before use and inventory record also to be maintained by Concerned in-charge. The requirement will be mutually decided by the institute and vendor based on the consumption pattern of the consumables. The stock entry and issue will be adhered as per the stocking and monitoring mechanism by the institute.
  4. The consumables used for sanitation and housekeeping by vendors should be of standard quality otherwise penalty will be imposed.

#### Performance evaluation for Pest Control:

The performance evaluation will be done on the basis of parameters as illustrated in matrix given below and will be the basis for the penalty clauses.

##### (a) Monthly Feedback from User Area

S. No	Evaluation parameter	Yes	No
1.	Applying chemicals as per schedule		
2.	Attended emergency calls whenever required within 01 hr. of intimation		

Remarks: - A leniency for up-to 5% of adverse comments of the total entry comments from all areas on these two domains will be tolerated. Any number more than that will result in penalization of the entire adverse comments being charged at the rate of Rs 1000/- per adverse comment.

##### b) Pest Control Evaluation (Ratings will be done by the user area representative)

S. No.	Pest Involved	Good Control	Poor control
1.			
2.			
3.			

Remarks: The reports of "poor control" only will be considered for this penalty. A leniency of up to 5 % of poor feedbacks of total entries from all areas will be tolerated and any excess will result in the entire percentage of poor ratings being deducted from the total payment. For example, if there are 10 user areas then there will be a total of 60 entries. Hence the tolerable maximum limit for poor entries/remarks is 3 poor reports. i.e. if the total poor comment number is 5, then 8% of total entries fall under poor group. In the example of 10 areas and hence the deduction from the total will be 8% on this account.

## SECTION – V

### (a) SCOPE OF WORK & RESPONSIBILITIES FOR SANITATION & HOUSEKEEPING

1. The Bidder shall provide round the clock sanitation services including waste (solid and Biomedical waste) handling at AIIMS Bilaspur Himachal Pradesh in the all areas as specified in tender document.
2. The minimum list of **Manpower** to be provided by the firm for Hospital based on category and number is specified in tender document. However, the deployment of personnel may vary on dynamic basis based on varying requirement of the client with prior approval. The requirement may be decreased or increased up to 25% of manpower strength mentioned in tender document. The Job Responsibilities of various personnel being deployed to execute the work awarded has been specified in tender document.
3. **Mechanized Equipment's** wherever required would be procured, used and maintained by the bidder. Indicative list of minimum number of equipment is given in tender documents.
4. In hospital area as mentioned in tender document, wet mopping and vacuum cleaning will be required for cleaning. **Brooming is not permissible.**
5. Bidder should ensure that the Hospital (IPD or OPD) administrative office/academic/laboratory is neat and clean by 8:00 am or as specified by AIIMS authority in the morning daily and would ensure cleanliness throughout the day. While doing cleaning at night hours, it should be ensured that patients and attendants are not disturbed.
6. Bidder shall ensure cleaning of every area of the Hospital (Toilets, Patient care areas, Office areas, lab areas, support areas etc.) as per direction of institute. It should include all furniture and furnishings, grills, windows, sign boards, notice boards, switch boards, lifts, paved corridors, door mats, door knobs, firefighting fixtures, Internal Open Areas, open air theatre.
7. Washing/scrubbing of OT's, Changing Rooms, Treatment rooms & washing of OT chappals/slippers.
8. Bidder shall ensure dusting of all specialized items such as fire-fighting equipment (Only dusting), CCTV, Public address system, Overhead Projectors, Equipment, etc. installed at the areas mentioned above.
9. Bidder shall ensure proper collection of Biomedical waste from various area as mentioned in tender document of generation, store in designated place in the institute till waste is collected by common biomedical waste treatment facility (CBMWTF). **The handing over of waste to CBMWTF will be responsibility of bidder. All treatment charges of biomedical waste pertaining to CBMWTF shall be borne by the Institute.**
10. Bio medical waste collection is the responsibility of service provider to collect biomedical waste generated in institute and collected during any outreach camp activity conducted by institute to the common collection facility available in the institute.
11. As per biomedical waste management rule 2016 and its amendment or latest suitable numbers of sanitary attendant and supervisor need to be deputed by the service provider for this activity or any material required including for transportation within the institute is to be provided by the service provider. All documentary records to be maintained in consultation and under guidance of designated official by the institute.
12. Proper handling and handing over the General and Bio Medical waste is to be done by the service provider.
13. The bidder provides the consumables for entire contract also applicable for extension period with no additional cost.
14. **Bidder shall ensure proper segregated collection of solid waste from various areas as mentioned in tender document [at least daily or more frequent collection of waste as per requirement of user department in Hospital Area (IPD ,OPD & Ayush Block) as per Solid waste management rule, 2016. Solid segregated waste so collected by service provider (bidder) has to be stored in designated place and handover to authorized person as per Institutional Policy of AIIMS Bilaspur. Collection of general waste, transportation, and final disposal as per government regulations is to be carried out by Service provider. For this purpose, service provider should have appropriate means like garbage bags, transportation**

**trolleys, vehicles, with drivers having valid license as required under relevant rules.**

15. Cleaning of urine pots, bed pans, sputum mugs or other patient care items shall be carried out as and when required.
16. The bidder shall engage in periodic and continual training of staff to maintain quality and standard of services as per the tender document. Approval shall be taken from the Competent Authority with respect to the content of training being provided to the Sanitation workers. The documentary evidence and Video/ Photographic recording of the trainings conducted should be submitted by the agency every three months to the authorized faculty/officer of AIIMS Bilaspur.
17. The deployed personnel shall attend to the technical and soft skill training as organized by the vendor/AIIMS.
18. **The bidder shall perform all sanitation related activities as per the Standard Operating Procedures (SOPs) as mentioned in National Guidelines for clean hospitals 2015 at [https://main.mohfw.gov.in/sites/default/files/7660257301436254417\\_0.pdf](https://main.mohfw.gov.in/sites/default/files/7660257301436254417_0.pdf) or latest as amended time to time.**
19. The bidder shall procure the consumables/ chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation from reputed firms/brands. The contractor shall use detergent, chemical, disinfectants, cleaning solution of any of the four mentioned brands:
  - i. Diversey
  - ii. Ecolab
  - iii. 3M
  - iv. Kimberly Clark
  - v. Or equivalent to Other as approved/defined by AIIMS Bilaspur

**These chemicals should not damage/cause harm to the property of the AIIMS or the users. The approval of the authorized representative of the AIIMS shall be obtained before placing the purchase order. AIIMS shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the storekeeper of the contractor. The authorized representatives of AIIMS can carry out surprise checks of the stores without any prior intimation. The firm is bound to change any chemical, consumable, detergent to the satisfaction of the Institute authorities. MSDS (Material Data safety Sheet) must be readily available for each item in case of accidents. If a refillable bottle is used for storing disinfectant solution, it should never be topped up with fresh disinfectant. These chemicals should be diluted using the mechanized system of dilution and should be as per manufacturer instruction.**

20. Three bucket trolley (clean water, disinfectant/cleaning solution and wringer bucket shall be provided by the bidder and no cleaning material and consumables shall be manually transported. These trolleys shall also be used during cleaning activities. One trolley should be made available in each patient care area.
21. The contractor/Service Provider shall participate in various initiatives undertaken in response to kayakalp or any other scheme. No extra payment shall be made for these.
22. **Site visit**-The prospective bidders are advised to inspect the sites and collect all information (manpower, mechanized cleaning etc.) that he/she considers necessary for proper assessment of the prospective assignment. Bidder shall be deemed to have full operational knowledge of the site whether they inspect or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.
23. The applicant shall be responsible for arranging and maintaining at his own cost all materials, manpower, consumables & accessories, facilities for workers (PPEs, transport facility etc.) and all other services required for executing the work. Submission of this application implies that the bidder has read and understood the terms and conditions, scope, and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.
24. Service provider must collect the garbage bags/scrap/disposal from other areas which are not covered under scope of work i.e. Canteen/ Hospital Kitchen area and dump to common dumping yard, where the responsibility of sanitation and cleaning vested with other service provider. The service provider has to sign Agreement with Contractors of above-mentioned areas at reasonable rates for collect the garbage

bags/scrap/disposal. The cost will be bear by concerned contractor of Canteen/Hospital Kitchen.

25. **Shift Frequency**-As per institute requirement.
26. **Uniform & identity card** -The workers engaged by the firm for the proposed sanitation services shall wear a distinct uniform approved (color, design etc.) by the appropriate authority at AIIMS & identity card issued by the approved firm/contractor in consultation with authorized faculty/officer of AIIMS Bilaspur. It will be the responsibility of the service provider to provide minimum two sets of uniform every year to each worker and ensure documented compliance with same. Staff engaged by the service provider shall always display the identity card while on duty with in the AIIMS premises, which can be checked randomly, and non-adherence will invite a penalty.
27. **Immunization**-The service provider shall provide Personal Protective Equipment (PPE) and immunization to all the staff engaged by the selected firm. The record for immunization for tetanus, Hepatitis B etc. must be maintained and produced for all the employed personnel at the time of commencing of services, failure for producing the same (from date of commencing of operations) will attract penalty as specified in penal clauses. The records should be made available to the appropriate authority for examination wheneverrequired. For those unvaccinated for Hepatitis B and tetanus first dose should be taken prior to start work.
28. **Contingency services:**
  - i. The service provider shall also provide cleaning services in the entire premises as and whenthe contingency arises, on any day of the week.
  - ii. The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
  - iii. No extra payment shall be charged for this contingency work.
29. **Key performance indicators (KPI): Services provider must provide various consumables required of suitable specifications as prescribed by appropriate authority to keep frequency of cleaning, housekeeping etc. activity as desired below:**

S. No.	Sanitation & Housekeeping Services	Frequency (TAT)	KPI (Indicators)
1.	<p>General Cleaning of the various area</p> <p><b>1. High Risk Areas:</b> Ots, ICUs, HDUs, Emergency department, post-operative units, surgical ward, labour room, procedure room Hemodialysis unit, Central sterile supply department (CSSD)/Theatre sterile supply unit (TSSU) and other facilities</p> <p><b>B. Moderate Risk Areas:</b> Medical wards, Laboratory areas, Blood bank, Pharmacies, Dietary services, soiled linen collection area, laundryservices, Mortuary,</p>	<p>Once in two hours and spot cleaning as and when required. As mentioned, and as per need in addition</p> <p>Once in Four hours and spot cleaning as required.</p> <p>For areas working round the clock at least once in a shift or in areas having general shift at</p>	<p>No litter, no surface Stains. No dust, no Odour. Inspection reports/logbooks, feedback and other documentations as maybe deemed fit by the Institute. Cleanliness as perSOP.</p>

	<p>Nurses/ Doctors rest rooms, Rehabilitation Areas and Psychiatric wards.</p> <p><b>C. <u>Low Risk Areas:</u></b>  administrative areas, faculty and doctors' offices, reception area radiology, seminar rooms, stores, staff rooms, non- sterile supply areas, record room, etc. general public area.</p>	least twice in the shift & Spot cleaning as required.	
2.	Supply of sanitation & housekeeping consumables e.g., toilet papers, disinfectants, cleaning chemicals, Plastic mugs etc.	Weekly	Records with details of issued consumables on daily basis
3	Cleanliness of Dustbins & internal segregation of Bio medical & municipal waste	Every three hours, and as and when needed	<ol style="list-style-type: none"> <li>1. Bins free of stains, or dirt,</li> <li>2. Color coding bags to match that of bins</li> <li>3. No litter no Odour.</li> <li>4. Compliance to checklist</li> </ol> Activity logs & Feedback
3	Replacement of colour coded waste bags Collection and transport of Segregated Solid waste as per Solid waste management rule 2016 in specified container	At least once daily and as and when needed	<ol style="list-style-type: none"> <li>1. Bins free of stains, or dirt,</li> <li>2. Colour coding bags to match that of bins</li> <li>3. No litter no Odour.</li> <li>4. Compliance to checklist</li> </ol> Activity logs & Feedback
4	Damp dusting of 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 – 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 – telephones, fax machines, photocopiers, computers and other office equipment.	Once daily and as and when needed	
7	Lobby areas of all floors are scrubbed, cleaned and mopped with cleaning solutions & polishing.	Thrice daily and as and when needed	
8	Cleaning of all doors and windows glasses as well as Damp dusting the window glass and all the glass within 8 feet from the floor is done before 8:00 AM and as and when required.	Once daily and as and when needed	Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges. Doors and Internal and

			external doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints andcobwebs. Air vents, relief grills and other ventilation outlets are kept unblocked and free of dust, grit. No litter, No surface Stains. No dust, Checklist, activity logs& Feedback.
9	Passages, common areas	Thrice daily andas 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 and cleaned before closing in the evening.	No litter, No surface Stains. No dust, No Odour. Checklist, activity log & Feedback
11	Maintain all toilets in hygienic and odorless condition	Hourly cleaning for OPD & Emergency, once per shift in all other area and as per requirement. In OPD & Emergency areas one SA will be exclusively for toilets & washrooms for continuous cleaning	
12	Wash the drinking water areas with soap and scrubber	Thrice daily & as and when required	No stains, No dust, No Odour, Inspection and feedback
13	Check and replace the toilet soap, solutions, naphthalene balls & urinal cakes	Thrice daily (onceper shift) & as and when required	No litter, No surface Stains. No dust, No Odour. Housekeeping Checklist, activity logs, Inspection &Feedback
14	Clean all unwanted materials collected fromall floors to the main garbage collection area.	Thrice daily (onceper shift) & as and when required	
15	Clean the wards by mopping the floors andensure all the sanitation & housekeeping equipment are kept	Thrice daily (onceper shift) & as and when	

	clean.	required	
16	Bed pan/urine bottles/spittoons shifting to sluice rooms and cleaning	As and when required	
17	Clean the pantry regularly	Thrice daily & as and when required	Fixtures, surfaces and appliances are free of grease, dirt dust, encrustations, marks, stains and cobwebs. Electrical and cooking fixtures and appliances are kept
18	Clean the window grills installed in corridors and windows	Twice daily	All ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. All ventilation outlets are kept clean and uncluttered following cleaning. No litter, No surface Stains. No dust. Housekeeping Checklist, activity logs, Inspection & Feedback
19	Clean administration office, doctors' cabin & Consultation room	Twice daily	No litter, No surface Stains. No dust, No Odour. Housekeeping Checklist, activity logs, Inspection & Feedback
20	Cleaning of the staircase, lifts and ensure the area is mopped and railings cleaned	Twice daily & as and when required.	
21	Cleaning of the patient rooms	Thrice daily & as and when required	
22	Repair / replacement of leaking drains, leaking taps, pipes, waste pipes, jets, sealtraps, bottle traps, Jalis etc.	Once daily and as and when required	Checklist, Inspection and feedback
23	Open and outer/external areas (where applicable)	Once daily and as and when required	Checklist, inspection and feedback

#### 24. List of weekly & Fortnightly activities

A	Clear the rear staircase of all floors	Twice a week	No surface Stains. No dust Checklist, Inspection and feedback
B	Clean workstation beadings and partitions	Twice a week	
C	Clean the lobby areas by using scrubbers and eco-friendly chemicals	Twice a week	
D	Clean the Venetian/window blinds	Once a week	
E	Cleaning all the window glasses with cleaning solutions	Once a week	

F	Washing the areas of responsibility in a scheduled manner with soap and water. (Gang Washing)	Once a week	
G	Dry and wet mopping of side walls	Twice a week	
H	Polishing of floors	Once a week	
I	Cleaning and wet mopping of fans and exhaust fans	Once a week	
J	Cleaning of cobwebs	Once a fortnight & as and when required.	
K	Vacuum dry- cleaning of Upholstery, carpets, shampooing of chairs and sofas in identified areas.	Once a month	
L	Scrubbing of entire premises, side walls, marble surfaces and tiles	Once a fortnight	

**In case of ban on any of the chemical mentioned in the tender document, the firm will use the alternate chemical as specified by the Government as replacement chemical.**

The hospital will provide an area for safe keeping of these consumables and chemicals. All the consumables and chemicals must be in sealed and intact position when brought in hospital premises and they must be supported with copy of original bill either of manufacturer or their authorized dealer/stockiest.

### 32. SCOPE OF WORK & PARTICULARS for pest control Activities

a). The Scope of Work includes comprehensive Disinfestations and Eradication of rodents, mosquitoes, bed bugs, flies, cockroaches, silver fish, Termites control, snake repellent in the entire area of the institute, ward/offices as per the enclosed schedule (as and when required). The concerned firm representatives should carry out an onsite visit to assess the area involved to make realistic estimate of magnitude of work. In pre-bid meeting all parties would be given opportunity of guided tour to show the areas under this work.

b). Disinfestations & control of general pests and rodents at AIIMS Bilaspur should cover all the spaces i.e spaces under the tables, chairs, cupboards, on and around the pile of files, wooden furniture, false ceiling, shafts, staircases, lift lobby, toilets drain ducts, sewers, pantry rooms, stores and any hidden space under the furniture, building premises/area surrounding the buildings and other outer areas of AIIMS Bilaspur.

c). Snake repellent technology or any other recommended technology and chemicals for entire areas of establishment in the scope of work for pest control activity.

d). Pest Control Measures :-

The pest treatment should be done using appropriate technology (Integrated Pest Management) to provide maximum efficiency against target pests and with no harm to humans. This treatment is to be carried out in a manner that does not disturb staff or patients in the areas. It is unlikely that patient care areas can be vacated entirely for treatment. Hence, the solutions should incorporate this feasibility as well. In food preparation areas we may permit this treatment at the time of shutdown on the mutually pre decided program.

e). Physical Measures :

Cleaning of bat guano dispersed in various areas.

Treatment for bed bugs by hot air gun and steam treatment or any other technology. Treatment & Sealing of crevices, if needed for pest control purpose.

f). Chemical measures:

All the Chemicals used should be certified by WHO under WHO Pesticide Evaluation Scheme (WHOPES) for public health utilization and approval, CIB certification & BIS/ISO certification (Certificates of WHO, CIB&BIS/ISO should be attached along with bid which must indicate name of manufacturer who's product are going to be used by the firm/agency/bidder/tenderer). The firm should provide the MSDS (Material Safety Data Sheet) of anti-dote going to be used by the firm/agency/bidder/tenderer) at the time of award of work to Sanitation Officer. The quotations should be accompanied by full technical details of the chemicals to be used by the firm in form of below mentioned list. Alternate Chemicals to be used in lieu interspersed with the principal use chemical to prevent development of resistance to be included in the following.

## Section – VI

### Qualification or Eligibility Criteria

The bidders who meet the following criteria shall only be considered for price bid opening

1. Bidders to certify that up-to-date GST and Income Tax returns have been filed and there are no dues with the concerned department. Bidder will also submit the copies of such returns (latest) submitted to the department.
2. The Bidder should have executed/executing **satisfactorily** executed/ executing housekeeping and sanitation services for at least 03 years as on **Bid Floated Date**. Details to be provided in Section-VIII. and duly verified Performa of Completed/satisfactory Performance to be enclosed.

Details of the experience of providing Sanitation & Housekeeping Services should be submitted in Section-VIII with Satisfactorily Performance Certificate. Proof of successful execution along with certified copies of the award of work/Agreement of the above-mentioned works along with satisfactory performance report should be submitted. The Performance reports to be submitted by the bidder shall clearly mention the duration of the contract, certified number of employees deployed to execute the said work. The performance certificate should be issued on the letter head of the organization head/authorized nominee of the organization which had engaged the bidder for the said services. The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the provided services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.

3. The Bidder should have **satisfactorily** executed/ executing sanitation & housekeeping services in at least **THREE** Govt. or private hospitals with at least 150 beds each with at least 75 employees each in last **Ten Years** as on dated bid uploading date.

**OR**

The Bidder should have **satisfactorily** executed/ executing sanitation & housekeeping services in at least **TWO** Govt. or private hospitals with at least 300 beds each with at least 125 employees each in last **Ten Years** as on dated bid uploading date

**OR**

The Bidder should have **satisfactorily** executed/ executing sanitation & housekeeping services in at least **ONE** Govt. or private hospitals with at least 500 beds each with at least 150 employees each in last **Ten Years** as on dated bid uploading date.

Details of the experience of providing Sanitation & Housekeeping Services in Hospitals in last Ten years (as on Bid floating date) should be submitted in Section-VIII with Satisfactorily Performance Certificate. Proof of successful execution along with certified copies of the award of work/Agreement of the above-mentioned works along with satisfactory performance report should be submitted. The Performance reports to be submitted by the bidder shall clearly mention the duration of the contract, certified number of employees deployed to execute the said work. The performance certificate should be issued on the letter head of the organization head/authorized nominee of the organization which had engaged the bidder for the said services. The client reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the provided services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.

4. The bidder should have at least 150 or more manpower on roll in the month of May 2025. For proof, EPF/ESIC challan/Bank Statement (Proof of salary disbursement) with other documents should be submitted
5. The service provider shall furnish a non-blacklisting/non-debarring certificate that they have not been blacklisted in the past three years by any government/ Private institution. **The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/- duly**

**attested by notary that if there is any vigilance/CBI case pending against them and they have not been blacklisted/debarred in the past three years by any Govt. or Private Organization.**

6. The bidder should have sound financial stability with an average annual turnover of Rs. 01 Crore in preceding three financial years (FY 2021-22, 2022-23, and 2023-24) from Sanitation and Housekeeping Services. The undertaking to be provided by bidder as provided Section XIV and duly verified by Chartered Accountant to be submitted. Failing which the bid shall be rejected.
7. The bidders should not have incurred any loss in the last three years ending 31<sup>st</sup> March 2024. This should be duly certified by a Chartered Accountant and should also submit audited financial statements by an auditor (certified by the government).
8. **Financial solvency**-The bidder should also have a solvency of 25% of estimated bid value and should be duly certified by any Nationalized or any licensed bank.
9. The bidder should have **minimum number 12 (Apx. 10% of required manpower)** of required manpower number of Technical and Administrative personnel for the proper execution of the contract. **They should submit a list of all these employees along with their designations** stating clearly how these would be involved in this work.
10. The bidder must follow all the prevailing labour laws like ESI, EPF, Minimum wages etc. and **have to submit documentary proof of registration of firm with these departments. The successful bidder must submit monthly documentary evidence to the effect that he/she is contributing to the ESI/EPF for the manpower/workers employed or hired for the execution of the work in the respective areas.**
11. Certificate of Registration or any documentary proof for the year of incorporation. At least one work order of the year in which the firm is claiming to have started work in housekeeping services OR All work orders of the firm since incorporation till date.
12. **Organizational Information:** Bidder is required to submit the following information in respect of his organization as per tender documents.
  - (i) Name & Postal Address, Telephone & Fax Number etc.
  - (ii) Copies of original documents defining the legal status, place of Registration and principal places of business.
  - (iii) Names & Title of Directors and Officers to be concerned with the work, with designation of individuals authorized to act for the organization.
  - (iv) Information on any litigation in which the applicant was involved during the last five years, including any current litigation.
  - (v) Authorization for employer to seek detailed references.
  - (vi) Number of Technical & Administrative Employees in parent organization, subsidiary company and how these would be involved in this work.
  - (vii) Information regarding the business name, constitution of the firm and registration of the firm. Total number of employees along with their designations engaged by the bidder for the sanitation and housekeeping services.

**Section – VII**  
**PROPOSAL EVALUATION**

**1. Opening of Proposals:**

- a) The Tender Committee appointed by the Institute will open all Proposals on the appointed date, time and venue.
- b) During evaluation of proposals, the Institute may, at its discretion, ask the Applicant for clarification of his proposal.
- c) No Applicant shall contact the Institute on any matter relating to his proposal from the time of the proposal opening till the time of issue of letter of intent. All Applicants are strongly advised to furnish all material information in the proposal itself.
- d) Any effort by an Applicant to influence the Institute in its decisions on proposal evaluation, proposal comparison or award of contract decision will result in rejection of the proposal.
- e) Where the proposal has been signed by the Authorized Representative on behalf of the concern, the Applicant shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the Applicant to the contract. (Institute may out-rightly reject any proposal, which is not supported by adequate proof of the signatory's authority).
- f) No alteration shall be made in any of the terms and conditions of the proposal document by scoring out. In the submitted proposal, no variation in the conditions shall be admissible. Proposals not complying with the terms and conditions listed in this section is liable to be ignored.

**2. Procedure for evaluation of Proposals:** The Proposals will be evaluated in the following steps:

**Step-1:** The Tender Committee will evaluate the Proposal based on the Compliance of prescribed 'Eligibility Criteria' and supporting details/documents for required licenses/certificates. Failure to furnish requisite documents as per eligibility criteria and EMD along with proposal will result in proposal getting rejected.

**Step-2: Technical Evaluation (Marking System):** Proposals shall be evaluated on the basis of their responsiveness to the NIT terms, applying the specified evaluation criteria and point system. During the Final evaluation stage, each Applicant shall be assigned different marks out of a total of 100 marks, as per the evaluation criteria specified below the final tender evaluation shall be done on Weightage with 30% to Technical Evaluation and 70% to financial evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation. Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

<b>Criteria (Max Score)</b>					
Total years of experience in the field of sanitation and housekeeping Services (20 marks) <b>* Details to be furnished in Section-VIII with performance certificate.</b>	3 years to less than 4.5 years	4.5 years to less than 6 Years	6 years to less than 8.5 years	8.5 years to less than 10 years	Equal to 10 years and above
	<b>04 marks</b>	<b>08 marks</b>	<b>12 marks</b>	<b>16 marks</b>	<b>20 marks</b>
Total average annual turnover in the business of providing sanitation and housekeeping Services (20 marks) FY(22-23,23-24,24-25)	1.0 Cr. to less than 03 Cr.	03 Cr. to less than 4.5 Cr.	4.5 Cr. to less than 06 Cr.	06 Cr. to less than 7.5 Cr.	7.5 Cr. and above
	<b>04 marks</b>	<b>08 marks</b>	<b>12 marks</b>	<b>16 marks</b>	<b>20marks</b>
Total number of sanitations man power onroll (Determined from Form 9A, EPF & 5-Return of Contribution to ESI/other documents) (30 marks)  For proof, EPF/ESIC challan/Bank Statement of month <b>January 2025</b> to be submitted)	150-450	451-700	701-950	951-1200	Above 1200
	<b>10marks</b>	<b>15 marks</b>	<b>20 marks</b>	<b>25 marks</b>	<b>30 marks</b>
<b>Manpower Performance certificate (Quantum of services satisfactorily provided under a single contract for sanitation and housekeeping purpose) (10 marks)</b> <b>Only one highest manpower Contract of satisfactorily performance to be considered in last Ten Years.</b> <b>* Details to be furnished in Section-VIII with performance certificate.</b>	75-149 Sanitary Manpower	150-249 Sanitary Manpower	250-349 Sanitary Manpower	350-449 Sanitary Manpower	450 and above Sanitary Manpower
	<b>02 marks</b>	<b>04 marks</b>	<b>06 marks</b>	<b>08 marks</b>	<b>10 marks</b>
The Bidder should have satisfactorily executed/ executing sanitation & housekeeping services in at least ONE Govt. or private hospitals with at least <b>150 beds</b> each with at least <b>125 employees</b> each in last Ten Years (10 marks) <b>* Details to be furnished in Section-VIII with performance certificate.</b>	One contract	Two contracts	Three contracts	Four contracts	Five contracts and above
	<b>02 marks</b>	<b>04 marks</b>	<b>06 marks</b>	<b>08 marks</b>	<b>10 marks</b>
Master sanitation and housekeeping Plan presentation before Evaluation committee (based on risk analysis after site visit that will include methodology of sanitation work as per scope of tender, waste management, monitoring mechanism, uninterrupted supply of consumables, SOPs, trainings including soft skills training (10 marks)	<b>10 marks</b>				

\* Note: - **For** Evaluation purpose the cutoff date, wherever not mentioned Bid floating date to be considered .

### **Invitation to qualified bidders to give a presentation of their capabilities and methodologies for the execution of work**

All bidders, who score at least 45 out of 90 in the pre-qualification technical proposal, shall be invited to present their organizational capabilities and proposed methodologies for the execution of the work. The Evaluation Committee may decide upon the methodologies of evaluation of the bidder. The Scores received by each bidder shall be kept in a sealed envelope and shall be used during the computation of the Highest Composite Score. Further a bidder scored less than 45 out of 90 in the pre-qualification technical proposal shall not be considered for further procedure.

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

If a bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation score shall be: 24 i.e. (80 x 30%)

### **Financial Bid Evaluation Criteria:**

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 70% of weightage. The bidder with the lowest bid Prices (L1) shall be assigned full 70 marks (i.e. 70% X 100).

### **Total Score of Bid Evaluation:**

### **Illustration 2:**

If the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 94 i.e. (24 Technical

Score + 70 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$$70 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3)}$$

**Illustration 3:**

If the bidder at Illustration 1 is an L2 bidder and he quoted Rs.125, therefore 70% being the weighted value, the financial scores for L2 shall be computed as under

$$70 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 56 (\text{financial score})$$

Therefore L2 bidder shall have total value of 80 (24 Technical Value + 56 Financial Value)

• **SELECTION OF THE BIDDERS:**

The following formula will be applied to determine the successful bidder:  $Q = [(L1/L) \times 0.70 + T \times 0.30]$

L1 = financial bid of the lowest bidder L = bid value for evaluation or current financial bid T = technical bid score out of 100

Q = Final score

The bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder as determined by QCBS.

In the event that two or more bidders secure the same total scores (the "Tie Bidders"), the bidder having a higher technical score will be treated as an L1 bidder.

**Section – VIII**  
**Performa for Performance Statement**

Tender No. \_\_\_\_\_ Due for opening on: \_\_\_\_\_  
Name of the Service \_\_\_\_\_  
I/ We M/s \_\_\_\_\_ hereby declare that:

**Part A**

3. The list of clients served by our agency from inception for providing Sanitation and Housekeeping Services is given below chronologically:

**List of Clients : All type organizations including Hospitals for providing Sanitation and Housekeeping services.**

S. No.	Name of the Organization, its address with contact details such as telephone number / email / mobile number etc.	Type of Organization: Central Govt. /State Govt./ Ministry / Department / Autonomous Institutions/Public Sector Undertaking/ Pvt. Org	Category of Org.: Hospital/Others	If hospital nos. of beds	No. of Manpower Provided	Period of Contract (From / To)		Work order Enclosed for both ongoing and closed (Y/N) & Page no.	Performance Certificate Enclosed for both ongoing and closed (Y/N) & Page no.
						Contract Start Date	Contract Closed Date/Ongoing Contract as on Bid publishing Date		
1									
2									
3									

Signature of the Tenderer

Name & Address with Official Stamp

**SECTION – IX**  
**“FORMAT FOR PRICE BID”**  
**FINANCIAL/PRICE BID FOR PROVIDING SANITATION SERVICES FOR**  
**UNIT**

**(PDF of filled format to be uploaded separately in financial bid only and submitted with technical bid may lead to rejection of bid)**

S. No	Name of Post	Facility Manger	Sanitation Supervisor & Pest Control Supervisor	Store keeper	Sanitary Attendant & Pest Control Attendant
	Category of Workers	Skilled (I)	Unskilled Supervisory (II)	Skilled (III)	Unskilled (IV)
	Daily Rate	760	632	760	541
1	Manpower Requirement	1	9	1	209
2	Basic plus VDA Monthly	19760	16432	19760	14066
3	ESI @3.25% of Basic plus VDA limit upto 21000/-	642.2	534.04	642.2	457.145
4	EPF @12% +EDLI 0.5% + Admin Charges 0.5% total 13 % of Total +VDA Limit upto 15000/-	1950	1950	1950	1828.58
5	Uniform outfit @3% basic plus VDA & Washing Allowance	592.8	492.96	592.8	421.98
6	Total add S. No. (2 to 5)	22945	19409	22945	16773.705
7	Amount (Sr.No. 1X6)	22945	174681	22945	3505704.345
8	Total Amount all manpower for 12 Months	275340	2096172	275340	42068452.14
9	Bonus (If Applicable)				
	Total	275340	2096172	275340	42068452.14
		Total of 220 Manpower			44715304.14
10	Services Charges including Cost of Consumables and cost of hiring of equipment @ .....%				
<b>Grand Total of Amount inclusive of service charges</b>					

**Service Charge**

<b>Service Charge (to be quoted in percentage)</b> <b>(X)*</b> <b>Same should be quoted on GeM Portal (Financial rate Window)</b>	In figures:  _____ %
	In words:  _____ percentage

**Note:**

\*The Service Charge in percentage quoted shall not be less than the 3.85% (Instructions issued by ministry of finance OM no- F.6/A/1/2023-PPD Dated 06-01-2023 and other instructions issued time to time).

The Service Charges quoted by the Bidder shall remain unchanged for the entire period of contract irrespective of the change in Minimum Wages.

**Quoting of Service charge beyond the prescribed window (GeM Portal) in the financial bids shall not be accepted.**

The Bidder, while quoting the service charge shall carefully consider the charges/amount incurred towards statutory taxes, provision for two sets of uniforms to the personnel, Cost of Consumables, Equipment etc., and then quote the service charge.

The stated monthly wages/rates/figures are based on the existing Minimum Wages, as per prevailing rates of Central Gov. of India. Any revision in minimum wages and existing statutory charges will be borne by the Executive Director, AIIMS.

The maintenance of machinery and equipment shall be taken care by the service provider at their own cost. Also, the cost of fuel that will be used in all such machinery and equipment shall be borne by the service provider.

We will be able to arrange for the required manpower, material, Consumables, machine, and other resources for the establishment of service as per the tender term within 20 days from date of award of Contract.

We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Client at short notice (any increase in required manpower), if any such need arises during the tenure of the contract.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Owner /Company / Firm's Seal:

**SECTION – X**  
**STRUCTURE & ORGANIZATION**

1. Name & Address of the applicant
2. Telephone No. /Fax No.
3. Legal status of the applicant (attach copies of original document the legal status).
  - (a) An individual
  - (b) A proprietary firm
  - (c) A firm in partnership
  - (d) A limited company or Corporation
4. Particulars of registration with various Government bodies (attach attested photocopy).

S.No.	Organization/ Place of registration	Registration No.
1.		
2.		
3.		

5. Names and Titles of Directors & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act for the organization.
7. Was the applicant ever required to suspend operation for a period of more than one month continuously after you commenced the operation? If so, give the name of the project and reasons of suspension of work.
8. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the applicant or any constituent partner in case of partnership firm, even been debarred/black listed for tendering in any organization at any time? If so, give details.
10. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so, give details.
11. Has the applicant any valid GST/Works Contract Tax registration with the Sales Tax Department?
12. Total number of employees along with their designations engaged by the bidder for the sanitation and housekeeping services.
13. Any other information considered necessary by not included above

Signature of Applicant

## Section XI

### Job responsibilities of Personnel deployed by the bidder to execute the work. Roles and

#### Responsibilities of the Facility Manager & Sr. F.M

- **Facility Manager** is sanitation in charge of the sanitation related work of the facility from vendor side.
- To supervise and guide sanitary supervisors in their work.
- To take regular rounds of all the high-risk areas and intermediate risk areas on a regular basis in addition to the ward/OT etc. for overall cleanliness including of staff & patient washrooms etc.
- To ensure that all the personnel are appraised of their responsibilities.
- To report to sanitation officer/Faculty I/c Swatchhta, regarding administrative constraints faced by Sanitary Attendants of the area.
- Any other responsibility assigned by authorized Officer/Faculty of AIIMS Bilaspur.

#### Roles and Responsibilities of Sanitary Supervisor;

- To supervise the work of Sanitary Attendants
- To provide replacement of Sanitary Attendants if regular Sanitary Attendant is on leave.
- To ensure the cleanliness and proper sanitation of the area under his/her supervision.
- To report and liaison with the nursing in-charge of the area to improve overall sanitation of the area.
- Any other responsibility assigned by area concerned nursing staff/officer, authorized Officer/Faculty of AIIMS Bilaspur.

#### Roles and Responsibilities of Sanitary Attendant;

- He/she is responsible for keeping the area neat and clean, assigned to him/her.
- He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients.
- He/she will assist nursing staff in collection of urine and stools specimens.
- He/she will assist in cleaning and disinfection of soiled linen, mattresses, articles etc.
- Any other task assigned by nursing staff, sanitary inspector and other higher officials.
- Any other responsibility assigned by nursing staff, sanitary supervisor, authorized Officer/Faculty of AIIMS Bilaspur.

#### Roles and responsibilities of Store Keeper:

- He will be on the rolls of the agency to which sanitation services are outsourced.
- He will do record keeping work related to sanitation work under direct supervision of Sr. Facilitymanager as required from time to time by Institute or other Govt regulating agency.
- Any other responsibility assigned by authorized Officer/Faculty of AIIMS Bilaspur.

#### Roles and responsibilities of Supervisor for Pest control:

- He/she will work under direct supervision of Sr. Facility manager/field manager as required time to time by Institute or other Govt regulating agency.
- To supervise the work of Field worker for pest control
- Provide induction and continuous professional trainings to field worker in pest control.
- To provide replacement of field worker if regular field worker is on leave.
- To ensure the all area of AIIMS Bilaspur free from Pest/ insect/ rodent/ etc as per scope of tender.
- To report and liaison with the nursing in-charge/officer in charge of the area to improve pest control in area.
- To attend any call related to pest control as per scope of tender
- Any other responsibility assigned by area concerned nursing staff/officer, authorized Officer/Faculty of AIIMS Bilaspur.

**Roles and responsibilities of Field worker for Pest control:**

- He/she will work under direct supervision of supervisor for pest control as required time to time by Institute or other Govt regulating agency.
- To ensure the all area of AIIMS Bilaspur free from Pest/ insect/ rodent/ etc as per scope of tender.
- To report and liaison with the nursing in-charge/officer in charge of the area to improve pest control in area.
- To attend any call related to pest control as per scope of tender

Any other responsibility assigned by area concerned nursing staff/officer, authorized Officer/Faculty of AIIMS Bilaspur.

**Section XII**

**CHECKLIST**

S. No.	Description	Confirmation (Yes/No)	Deviation (If any)	Document Submitted at Page No.														
1.	Does you have been submitted the document regarding ITR of last of last financial year & GST Return of last month (May.-2025).																	
2.	How many years of experience in sanitation services As on date ( Bid Publication date)  ..... Years.....Months.....Days . (Kindly mentioned the details in Section-VIII)																	
3.	Do you have average annual turnover of Rs. 3 Crore in preceding three financial years (2021-22,2022-23,2023-24)? <b>(Applicant must provide certificate from the Chartered Accountant specially providing the services for sanitation and housekeeping turnover details over the last three audited financial years and ITR certificates with matching PAN No. must be attached).</b> <table border="1" data-bbox="225 981 837 1323"> <thead> <tr> <th>S.No</th> <th>Year</th> <th>Turnover in Rs.</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>2021-22</td> <td>.....</td> </tr> <tr> <td>2.</td> <td>2022-23</td> <td>.....</td> </tr> <tr> <td>3.</td> <td>2023-24</td> <td>.....</td> </tr> <tr> <td></td> <td>Average of Above 3 Years in Rs.</td> <td>.....</td> </tr> </tbody> </table>	S.No	Year	Turnover in Rs.	1.	2021-22	.....	2.	2022-23	.....	3.	2023-24	.....		Average of Above 3 Years in Rs.	.....		
S.No	Year	Turnover in Rs.																
1.	2021-22	.....																
2.	2022-23	.....																
3.	2023-24	.....																
	Average of Above 3 Years in Rs.	.....																
4.	Does your agency have been blacklisted by any Govt., Semi Govt. Dept., or any other organization?  An affidavit of 10 Rupees in original (on non- judicial stamp paper duly notarized) to this effect shall be given by the firm.																	
5.	Do you have submitted financial statement (Profit and Loss statement and Balance sheet) of last three financial years (FY: 21-22,22-23,23-24) duly certified by Chartered Accountant?																	
6.	Do you have submitted financial solvency certificate?  Certificate should be duly certified by any Nationalized or anylicensed bank.																	
7.	Do you have <b>minimum 12 numbers</b> of Technical and Administrative personnel for the proper execution of the contract? Nos. of Organization Strength as on bid submission date .....																	
	The list of all these employees along with their designations stating clearly how these would be involved in this work.																	

8.	Does your agency/Contractor comply with the statutory requirements such as valid Registration with EPF, ESI/PAN/TAN and GST etc. Registration authorities and license to execute such contracts? Provide Proof of the registration			
9.	Do you have submitted the Organizational Information as per tender document?			
10.	Do you have submitted Scanned copy of Tender Acceptance Form as per Tender document?			
11.	Does you have been submitted the document regarding nos. of Manpower placement on Agency payroll in the month of May 2025. Copy of EPFO/ESIC monthly return or others relevant documents should be attached.  Nos. of Employees of agency's roll in the month May. 2025.....			
12.	Does your agency approved/ recognized/ registered by Govt. of India/State Govt. for providing Manpower Services? Copy of relevant certificates should be attached. Service Provider should have a valid license from competent license authority under the provision of Contract Labour Act 1970 and Contract Labour Central Rules 1971.			
13.	Does your agency have been in existence for the last 02 years or more?  Nos. of year completed from inception of entity as on Bid Floated Date..... Years. Relevant supporting document to be provided (Year of inception in this business)			
14.	Whether the Earnest Money in the form of Bankers Demand Draft/FDR/BG is submitted?			
15.	Have you completed /submitted other required Information / documents, as mentioned in the Tender Document?			
16.	Have submitted copy of details of work experience as per annexure 6.			
If any other				

Date:

Signature and Seal

**Section XIII**

**DETAILS/PARTICULARS OF PERFORMANCE CERTIFICATE**

(Furnish this information for each individual work from the clients for whom the work was executed)

Name of the Organization.....

Name of the contract and location.....

Type of Organization, where services provided:

Hospital/ Others (Tick whichever applicable).

Agreement No.....

Scope of Contract: **Sanitation & Housekeeping**

Contract Cost.....

Date of start.....

Period.....

Nos. of Personnel Provided .....

Performance Report: **Satisfactory/Unsatisfactory**

Compliance of all statutory requirements- Yes / No

Remarks, if any

Signature and Seal of Authorized Officer

**Section XIV**

**DECLARATION FOR AVERAGE ANNUAL TURNOVER**

1. This is to certify that the Average Annual Turnover **exclusively from the Sanitation and Housekeeping** for the last 3 Financial Years, i.e. FY 2021-22 to 2023-24 of my/our concern/firm/company is Rs.\_\_\_\_\_.

**Year wise details is as follows:**

S.No	Year	Turnover in Rs.
1.	2021-22	.....
2.	2022-23	.....
3.	2023-24	.....
	Average of Above 3 Years in Rs.	.....

2. I/We also DECLARE that the amount of Average Annual Turnover exclusively from the **Sanitation and Housekeeping** for Financial Years , ..... and ....., as shown above, are true and correct to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing false/fabricated information under this declaration would lead to termination of my/our contract at any stage besides liabilities towards prosecution under appropriate law.

3. I/We hereby also enclose the work order(s) to prove the annual turnover exclusively from the Security services declared in the *para* 1 above.

Date:

Place:

*Stamp/Seal of the Applicant  
Name and Signature of  
the Authorized  
Signatory*

*Sign and Seal of  
Chartered Accountant*