



INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES SHEIKHPURA, PATNA-14

(An Autonomous Institute of Govt. of Bihar)

Phone-0612-2297099/2297631

Email-www.igims.org

TENDER DOCUMENT

**TENDER FORM FOR ANNUAL CONTRACT FOR SANITATION AND
HOUSEKEEPING SERVICES AT IGIMS CAMPUS (INCLUDING RESIDENTIAL AREA)**

LAST DATE & TIME

SALE OF TENDER DOCUMENT	: Can be downloaded from institute website <u>www.igims.org</u>
PRE- BID MEETING	: 21/09/2015 at 11:00 AM (Conference Hall)
BID SUBMISSION	: 26/10/2015 up to 4:00 PM through registered speed post/courier services
BID OPENING(Technical Only)	: 27/10/2015 at 3:00 PM in conference hall
TENDER DOCUMENT PRICE	:Rs. 2500/- (Rs. Two Thousand Five Hundred Only)



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**TENDER FOR ANNUAL CONTRACT FOR SANITATION SERVICES AT IGIMS CAMPUS
(INCLUDING RESIDENTIAL AREAS)**

- i. Sealed tenders are invited from the eligible tenderers to provide housekeeping services for one year extendable up to further one year on satisfactory performance.

Name of Work	Earnest Money	Last Date of receiving Sealed Tender Bids	Date of Tender Opening
House Keeping Services for IGIMS CAMPUS (including Residential Area)	Rs. 1.00 Lakhs	20/10/2015 up to 4:00 P.M	27/10/2015 up to 3:00 P.M (Technical only)

A set of tender document can be obtained from the Office of the Medical Superintendent, IGIMS, Patna on any working day (up to 20/10/2015) from Monday to Friday between **3.00pm to 5.00pm** at a cost of **Rs. 2500/- (Rs. Two Thousand Five Hundred Only)** payable by non-refundable demand draft of any scheduled bank drawn in favour of The Director, IGIMS Patna payable at Patna or can be downloaded from website of IGIMS Patna www.igims.org and a tender document cost of **Rs. 2500/- (Rs. Two Thousand Five Hundred Only)** payable by non-refundable demand draft of any scheduled bank drawn in favour of The Director, IGIMS, Patna payable at Patna should be enclosed with the technical bid failing which the tender will be rejected.

iii) A Pre Bid meeting shall be held in the IGIMS, Patna to clarify queries if any, on **26/10/2015 at 11.00 AM in conference hall of the institute.**

iv) Details of the Tender Document can be seen at IGIMS website www.igims.org

[The Director, IGIMS Patna reserves the right to withdraw /relax any of the terms and conditions mentioned hereunder and in such a situation the tenderer shall be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned.]

II. ELIGIBILITY CRITERIA:

1. The Company/Agency should be **ISO 9001-2008** and **OHSAS** certified and should have experience for providing housekeeping services (Nature of services-House- Keeping) in reputed organizations preferably in Govt. and Public Sector for at least 5 years. A list of clients as above along with satisfactory performance certificate from such clients to be attached with Technical Bid.
 - i. The Company/Agency should furnish attested copies of following documents:-
 - ii. Copies of Income Tax /Service Tax returns for the last Three Assessment Years.
 - iii. Copy of Trade license essential for carrying out the activities under the contract.
 - iv. Copy of Sales Tax Returns, if applicable .
 - v. Copy of the PAN CARD of the Proprietor/Partner/Company.
 - vi. Copy of Code Number allotment letter as issued by ESIC along with copies of the paid challans for the last three years.
 - vii. Copy of Registration Number allotment letter issued by EPFO, along with copies of paid challans for the last three years.
 - viii. Copy of Registration under Service Tax & proof of payment of the last three years.
 - ix. Details of experience with documentary, evidence.
 - x. A Certificate for the list of machines and equipments to be used in housekeeping and facility management work indicated at ANNEXURE “B”.
 - xi. Certified copy of profit & Loss accounts and Balance sheet for the last three years/xi) a copy of Registration Certificate under Contract Labour (R & A) Act, 1970. Annual Turnover Statement (Certified) for the last three years, by chartered Accountant.
 - xii. Bank solvency certificate for **Rs 1 crore** or above.

A pre bid meeting shall be held on 26/10/2015 at 11.00 AM in conference hall of the Institute to respond to the queries if any, and comments on **Annexure -'B' & 'C'** of the tender. Amendment, if any, to the tender documents shall be uploaded at institute website only. Sufficient time shall be given for taking the amendment into account.

2. The tenderer should be registered and Registered/Branch Office in Patna. With full address.
3. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI deduction and details etc. should be attached with the Technical Bid, document in support of Service Tax, ESI, EPF deduction and details of the health and safety measures the tenderer has taken for his workers should also be attached with the technical bid.

4. The tenderer should have minimum five years experience in doing similar nature of work i.e reputed hospital sanitation services like Super Speciality Hospitals and have successfully completed the same. Tenderer should submit certified copies of the work orders/agreement executed for the same.

(a) One similar work of value equal to 80% of average annual turnover or more from any Govt./Semi- Govt./PSUs/Govt. Undertakings/Large Corporate Super speciality Hospital's in last three years.

5. Tenderer have to submit minimum three satisfactory completion certificate from the Clients/Employers in support, failing which the information is liable to be treated as invalid.

III. INSTRUCTIONS TO TENDERERS

Eligible companies/agencies are advised to visit the IGIMS Campus site to get the on site assessment of the work on any working day between **9:00 am to 5:00 pm** (Monday to Friday) by taking permission from the Medical Superintendent, IGIMS Patna.

A pre bid meeting shall be held in the conference hall of IGIMS Patna to clarify any queries of the tenderer on 20/10/2015 at 3:00 PM.

1. The Tenders are to be submitted as per two bid system i.e.- **Technical Bid and Financial Bid.** The technical bid should contain the papers to fulfil all the eligibility criteria, certificate of experience, satisfactory performance certificate, undertakings as per instructions, work plan and list of the equipments, tools and tackles required for the job. Financial Bid should contain the rates quoted for the services to be provided as per instructions given in the tender document. Both the bids should be submitted in two separate sealed envelopes super scribed as "Technical Bid for Housekeeping Services" and Financial Bid for "Housekeeping Services". Both sealed envelopes should be put in a third sealed envelope and should be super scribed "**Tender for Housekeeping Services at IGIMS CAMPUS (Including Residential Area).**" Sealed tenders be addressed to the Director, IGIMS Patna-800014,Sheikhpura and sent through Required Post/Speed post/Courier service only. No tender submitted or received after the closing date and time will be considered.
2. The declaration in the prescribed proforma (**Annexure -D**) should be submitted along with the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of **Rs.1.50 Lacs. (Rs. One Lacs Fifty Thousand)** in the form of Demand Draft from any scheduled Bank drawn in favour of The Director,IGIMS Patna payable at Patna. In the absence of EMD, the tender shall be summarily rejected. The earnest money shall be refunded to the unsuccessful tenderer after finalization of the contract. It shall be refunded to the successful tenderer on receipt of the performance security deposit. No interest is payable on the EMD.
4. All entries in the tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorised signatory.
5. The bid shall be valid for **180 days** from the date of opening.
6. The tenderer shall quote for all works failing which the bid shall be considered non responsive.
7. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
8. The closing date and time for receipt of tenders will be **20/10/2015 upto 4:00 PM.**
9. The tender shall be opened **on 27/10/2015 at 3:00 PM** in the conference hall of IGIMS Patna in the presence of the authorised representative of the tenderer, who wish to be present at that time.

All the Technical Bid will be scrutinized, by the technical evaluation committee constituted by the Director to check all relevant documents for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.

10. No Tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand Forfeited.
11. In case the successful Tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
12. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
13. The successful tenderer will have to deposit a Performance Security Deposit of 10% of total annual value of the work by way of Bank Guarantee of scheduled bank in favour of the Director,IGIMS Patna per the prescribed format attached as Annexure -G payable at Patna valid for 60 days beyond the expiry period of contract.
14. The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender otherwise the contract will be cancelled and EMD forfeited.
15. Each page of the tender documents and papers submitted along with, should be **numbered signed and stamped** by the authorised signatory in acceptance of the terms and conditions laid down by the IGIMS Patna.
16. The Director of IGIMS Patna reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
17. The Director of IGIMS Patna reserves the right to reject all or any tender in whole, or in part , without assigning any reasons thereof.

IV. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipments.
2. The contractor should ensure the Health and Safety measures of the employees, deputed for the works at his end. IGIMS Patna may also conduct health check up of the staff deployed at regular intervals at the contractor cost if required.
3. The contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipments used in wash rooms and other areas of the hospital for housekeeping purposes as given in **Annexure - B**.
4. The contractor must employ adult labour only. Employment of child labour will lead to the termination of the contract. The contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The contractor shall be fully responsible for the conduct of his staff.
5. The contractor at all times should indemnify IGIMS, Patna against all claims, damages or compensation under the provisions of payment of wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act 1938 the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961 or any modification thereof or any other law notified by Government of Bihar, relating thereof and rules made hereunder from time to time. IGIMS, Patna will not own any responsibility in this regard. **Minimum wages will have to be paid as per Bihar Govt. Act.**

The Contract shall initially be valid for a period of One Year and may be extended for further one year based on satisfactory performance and mutual consent, on the same terms & condition.
6. IGIMS, Patna, however, reserves the right to terminate the contract by serving one month notice, in writing if the Institute is not satisfied about the services of the contractor. The contractor may also ask for the same by giving three month's notice but he has to provide the housekeeping facility till the next agency takes over.
7. In case of breach of any terms and conditions attached to the contract, the Performance Guarantee, Security Deposit of the contractor will be liable to be forfeited by IGIMS, PATNA besides annulment of the contract.
8. The contractor has to provide standard liveries to its housekeeping (Sanitation services) staff. The staff shall be in proper uniform provided by the contractor but approved by IGIMS, PATNA administration with their identity properly displayed with site of deployment samples of liveries will have to be submitted by the Contractor for the approval of competent authority.

IGIMS, Patna will provide the space for setting up a control room for the contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the hospital. The contractor will arrange for all items needed for his staff viz., **time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc.** The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipments, etc.

IGIMS, Patna will provide space for a store room to the contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by IGIMS, PATNA staff during working hours.

9. Once the housekeeping staff is allotted an area of work he or she will be under **supervision of, Deputy Medical Superintendent / AMS/MS/ the sister I/C/Supervisor/Officer of that area i.e. wards/ OPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the sister I/C/Supervisor/Officers. All instruction given by sister I/C/Supervisor/Officer should be considered in the scope of work.**

10. The Contractor shall :

- a. Ensure Animal (quadrupeds), honey bee, bats, bees, pigeon, flies free environment in the premises of IGIMS, PATNA.
- b. The contractor has to ensure that safe method should be adopted for taking out the honey and in the process there should be no harm to Patients, Employees, Commuters, or Residents from honey bees.
- c. All the honey collected from IGIMS, PATNA Campus shall be handed over to IGIMS, PATNA Administration by the Contractor with proper record.
- d. Ensure that their managers/supervisors are equipped with mobile phones.
- e. Arrange for a garbage disposal vehicle, and other equipments required for segregation and disposal of waste in a professional manner to designated place as ear marked by the district administration.
- f. Plan; manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the housekeeping staff. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the contractor to the housekeeping staff.

11. Scope of work and services for each of the premises :

- a. Details of the scope of work are enclosed at **Annexure -A**
- b. Details of Equipments to be used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at **Annexure -B.**
- c. The numbers given in Annexure-C are the **Minimum.** The contractor shall provide resources, to meet the contractual obligations.

12. Variations

The Medical Superintendent, IGIMS, PATNA may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorata for additional areas for equipments, toiletries etc.

13. Payment Procedure:

Payment will be made within a period of 15 days after submission of the bill and all necessary document in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by IGIMS, PATNA along with computer generated attendance sheet in respect of the persons deployed.

While submitting the bill the services provider must file a certificate certifying the following.

- i. Wages of workers were credited to their bank accounts on_____.
- ii) ESI Contribution relating to workers amounting to Rs. _____ was deposited on date_____ (copy of the challan enclosed).
- iii) EPF Contribution relating to workers amounting to Rs. _____ was deposited on date _____ (copy of the challan enclosed).
- iv) We are complying with all statutory Labour Laws including Minimum Wage Act of Bihar Govt.
- v) **Unsatisfactory performance report from the office of the Medical Superintendent cell will attract imposition of penalty up to 30% of the total bill submitted for the respective month.**

The agency shall be absolutely responsible for the payment of salary, for the housekeeping staff employed at IGIMS, PATNA on or before 10th of each succeeding month. The company should provide the mandate form for ECS payment.

14. Liquidated damages :

Whenever and wherever it is found that the cleanliness is not up to the mark it will be brought to the notice of the supervisory staff of the contractor by sister I/C or officials of IGIMS, PATNA of the area and if no action is taken within ONE hour, liquidated damages @ **Rs.200/-** per complaint shall be imposed. The decision of Director/Medical Superintendent, IGIMS, PATNA shall be final, in this regard.

15. Manpower

- a. Any misconduct/misbehaviour on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to the Medical Superintendent, IGIMS Patna.
- b. The contractor should ensure to maintain adequate no. of manpower as per **Annexure -B** and also arrange a pool of stand by housekeeping staff in case any housekeeping staff absents from the

duty, the reliever of equal status shall be provided by the contractor from an existing pool of housekeeping staff. If the required numbers of workers are less than the minimum required as per Annexure -B a penalty @ Rs. 200/- per worker per day will be deducted from the bill.

c. The housekeeping staff deployed through contractor in the office of the IGIMS, PATNA shall not claim any benefit, compensation, absorption or regularization of their services in the establishment of IGIMS, PATNA either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The contractor should have to obtain an undertaking from the deployed persons to the effect that the deployed persons is the employee of the contractor (agency) and shall submit the said undertaking to the IGIMS, PATNA. In the event of any litigation on the status of the deployed persons, the IGIMS, PATNA shall not be a necessary party, however, in any event, either the deployed persons or to the order of the Court, the IGIMS, PATNA is made necessary parties in dispute adjudicate the matter, the contractor has to reimburse the expenditure that would be borne by IGIMS, PATNA.

d. The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the contractor.

e. The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.

16. Materials :

Any deviation in the housekeeping tools quality and quantity quoted will invoke penalty as decided by the competent authority. In case the contractor has not provided the sufficient no of equipments, tools and tackles the Institute may procure it and deduct the cost from the bills of the contractor.

17. Risk Clause :

a. The contractor shall at all times have standby arrangements for carrying out the work under the contract in case of any failure of the existing arrangement. IGIMS, PATNA reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the risk & cost and responsibilities of existing contractor and excess expenditure incurred on account of this will be recovered by the IGIMS, PATNA from the contractors Security Deposit or pending bill or by raising a separate claim.

b. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Administrative Officer, IGIMS, Patna. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Institute, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

c. In the event of loss/damage of equipments etc. at the premises of the IGIMS, PATNA, due to negligence/carelessness of contractor staff, if established after a joint enquiry, then the contractor shall compensate the loss to IGIMS, PATNA. The contractor or its representative/s shall meet Institute representative/s regularly to take feedback regarding the Housekeeping Services.

d. The contractor will also maintain a suggestion book for comments on the services rendered by it.

e. The contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the IGIMS, PATNA premises and shall indemnify Hospital, for any loss or damage caused by any act of the contractor or its employees or staff etc.

f. The contractor shall not assign or sublet this Agreement or any part thereof to any third party.

g. Training on behaviour aspects and ethics must be done regularly, IGIMS, PATNA way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.

h. Licences if any required for Housekeeping Services at the site will be made available by the contractor.

18. Dispute Settlement :

It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Director IGIMS, PATNA whose decision shall be final and binding on both the parties.

V. Area of work :

SCOPE OF WORK

All open and covered area within the boundary of the IGIMS, PATNA (INCLUDING RESIDENTIAL CAMPUS) including the terrace and roof will be in the scope of housekeeping services to be provided by the contractor.

Cleaning Services :

The main objective is to provide a high level of a neat, clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the IGIMS, PATNA. Officials of IGIMS, PATNA will also monitor the entire work and staff.

General Instructions :

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste (management and handling rules of India, 1998 amended in 2000 and any other amendments or other regulations, in this regard).
2. A detailed sanitation and cleaning plan along with SOP (Slowly Opening Process).
3. All infected, chemical, Radiation, Cytotoxic Health care waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines of safety, ensuring that at no stage it gets mixed with general waste. Unscientific burning shall not be permitted, different coloured bags/containers namely red, yellow, black, blue and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pre-treated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and then placed in a bigger bag / container for transporting.
6. Covered Trolleys or containers should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, storage, transportation within and outside the Hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

General Requirements and Documentation

Organisational structure and line of authority. Housekeeping manual and all SOP (Standard Operating Procedures). List of equipments used.

1. Colour coding.

- On job training and documentation.
- Description for each category of housekeeping.
- Hospitable and polite behaviour with patients and hospital staff.
- HBV vaccination of all the staff.

2. Maintaining records of

- a. Needle stick injuries
- b. Amount of waste going out to outsourced agency
- c. Memorandum of understanding
- d. Complaint book

3. Maintaining logs and checklist.

Both male and female staff should be posted in areas like wards, ICUs, Casualty and OPD, CCU & Wards. Female patients should be attended by female staff only.

Immediate replacement of on leave staff.

Rotation of staff if required.

(A) Daily Services

Housekeeping / cleaning services should be provided round the clock on all days including holidays, so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before **8:30am** in rooms where work will start at **9:00am**. Contractor will arrange manpower for special VIP visits. If required and provide full support and cooperation during functions, seminars, conferences organized by the Institute.

Housekeeping staff has to do following activities for all of the Hospital rooms of all the departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, Auditoriums, all corridors and all covered and open areas.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis.
2. Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, Corridors Ceilings, Office Rooms, Auditorium, Training rooms at regular intervals on daily basis.
3. Vacuum cleaning of all carpets and upholstered furniture, chairs of Auditorium.
4. Cleaning and disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
5. Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
6. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.

7. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
8. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
9. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
10. Refilling, replacing and emptying of sharp containers at all stations.
11. Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
12. Cleaning the patients who have soiled themselves with stool, urine, vomits with assistance of Patient attendant / Nursing orderly / staff nurse / nursing sister.
13. Washing linen which are soiled by urine, vomits, faeces and others with 1% hypochlorite solution and send to laundry.
14. Spraying room fresheners in all rooms on daily basis at regular intervals.
15. Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW collection point.
16. Assist in fumigation of ICUs as per schedule.
17. Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT In charge).
18. Clean the patients bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
19. Cleaning and carbonization of ICU beds, OT beds between cases (as per instruction & direction of OT In charge).
20. Washing of slippers in ICUs, OT, dialysis etc.
21. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets , floors etc.
22. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning ,afternoons and on call basis during daytime.

23. All the garbage collected at the designated points speeded over the IGIMS, PATNA Residential Areas is to be lifted in tractor trolleys as well as the Hospital general waste which does not require incineration should be cleared on daily basis to municipality defined yards outside IGIMS, PATNA Campus. In additions to this the cleaning of garbage points is also under the responsibility of Contractor. If the garbage is not lifted as per above defined mode, penalty of Rs. 500/- on each failure occasion shall be imposed on the Contractor.

24. It is the responsibility of contractor, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned within 2(Two) hours after reporting the complaint. If there is any loss/ inconvenience to IGIMS, PATNA owing to chocking, appropriate penalties shall be imposed on the contractor.

25. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, common areas of Residential Buildings, Old Building (IGIMS Medical College), Guest House, Pump Rooms, Pump House, AC Plants, Electrical Substation, Auditorium R&T, Nursing College, All Hostels, Main Gate, STP, etc. as directed by the DMS/Administrative Officer, IGIMS, PATNA.

26. Any additional work assigned by the ward I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.

B. Waste Disposal Management (Including Bio-Medical Waste) :

1. The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
2. The contractor will teach and train his staff for the collection / disposal work. The garbage will have to be disposed off at least thrice a day.
3. The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.
4. Supervision of collection of BMW by the outsourced agency.
5. Ensure that all the bins are cleared daily.

C. Weekly Services :

The deep cleaning of the entire area will be done by the contractor once a week as under : -

1. Dusting of entire area including windows / windowpanes / doors / ledges , etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls , cleaning of roofs, porches etc.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grill with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.

7. The renderer will make a cleaning program and submit to IGIMS, PATNA for weekly cleaning so that IGIMS, PATNA concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to IGIMS, PATNA Official as required.

D. Housekeeping Monitoring and Control

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

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervisor on duty daily.

2. Management/Housekeeping Services Requirements/ Complaints Report.

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to In-charge Officer of IGIMS, PATNA. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register.

This register is to be completed on the basis of information received by the Housekeeping Supervisor from IGIMS, PATNA Officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e- mail, verbal complaints from IGIMS, PATNA etc. and necessary action is to be taken.

ADDITIONAL SCOPE PERTAINING TO HOSPITAL

1. Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organisations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staff has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not been included in the general scope of work but they have to be provided by the housekeeping staff if needed.

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

The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival. 14

The cleaning materials used by contractor should not be reactive to, kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, ceramic fittings of toilets, if it is found at any time that any damages occurred due to use of wrong chemicals the same shall be rectified on the risk and cost of contractor.

2. OPERATION THEATERS :

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

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

All the dustbins washed and lined with colour- coded bags in the morning. The trash bag shall be changed as per schedule.

Operation theatre walls shall be thoroughly cleaned using a specialized soap/disinfectant solution before and after every operation.

Floor shall be washed thoroughly mopped with a specialized soap/disinfectant solution . The entire operations theatre floor area shall be scrubbed once a day.

Toilets/ bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.

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

It is to be noted that all the Operation Theatres walls and floors are coated with epoxy coating materials during the process of cleaning, mopping, disinfection, fumigation, it is to be ensured by the contractor that epoxy coatings shall not be damaged, scratched or chemically harmed. The cleaning materials shall be epoxy friendly. If any complaint /damage has been observed in the epoxy coatings of operation theatres the same shall be rectified on the risk and cost of contractor.

The disinfectant required for OT, ICU, CCU will be provided by IGIMS, PATNA.

3. CLEANING OF OFFICES/CONSULTANT ROOMS

The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.

The offices shall be dry dusted and swept after the closing hours.

Vacuum cleaning shall be done on carpets and upholstery.

The worktables shall be mopped with soap solution in the morning.

The office shall be mopped with soap solution in the morning.

Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

4. CLEANING OF LABORATORY AND OTHER CRITICAL AREAS

All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bag shall be changed when it is full.

Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning. The floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week. Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.

The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

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

5. CLEANING OF AUDITORIUM:

Regular cleaning of carpets and chairs of Auditoriums in the Institute. Room fresheners to be sprayed before any function/ Seminars/Workshops.

VI. RESOURCES REQUIREMENT**THE CONTRACTOR HAS TO PROVIDE THE FOLLOWINGS:**

1. CLEANING MATERIALS : ALL THE CLEANING MATERIAL, SOAP SOLUTIONS, ROOM FRESHNERS, NAPHTHALINE BALLS, DISINFECTANTS, DEODORANTS WILL BE PROVIDED BY THE CONTRACTOR, AND THE PAYMENT FOR THE SAME WILL BE REIMBURSED TO THE CONTRACTOR AGAINST THE SUBMISSION OF ORIGINAL BILL'S of CLEANING MATERIALS AND THEIR CONSUMPTION REPORT DULY CERTIFIED BY IGIMS, PATNA INCHARGE OFFICER
2. ALL DUST BINS AND COLOURED WASTE DISPOSABLE BAGS WILL ALSO BE PROVIDED BY THE CONTRACTOR, AND THE PAYMENT FOR THE SAME SHALL BE REIMBURSED TO CONTRACTOR AGAINTS SUBMISSION OF BILLS OF ITEMS AND THEIR USE CERTIFIED BY IGIMS, PATNA INCHARGE OFFICER.
3. The contractor have to provide all the manpower, equipments, tools and tackles, their accessories /refills pertaining to housekeeping services.
4. The contractor has to provide supervisory and management support by his own staff to get the maximum out put from the housekeeping force provided to the hospital. Teaching and training for the same has to be done by the contractor. The man and material needed for the management of the housekeeping staff will be the responsibility of the contractor.
5. iMinimum No. of Equipments, tools tackles etc to be maintained in the Hospital. Following M equipments, tools and tackles are minimum and mandatory to be provided to the staff by the contractor. Number can be increased as per requirement but payment will only be done as per Financial Bid.

S. N	Descripti on	Number required (Mandato ry) *	Penalty charges per week in case of non availability of equipments/tool s (in Rs.)
1	SCRUBBING MACHINE SINGLE DISK	02	800/
2	WET/DRY SCRUBBING MACHINCE RE-43 OR EQUIVALENT	02	1000
3	INDUSTRIAL TYPE VACCUME CLEANER & Vacuum Cleaner for normal rooms	02+10	250/
4	INDUSTRIAL TYPE CHOKING CLEANER	01	500/
5	MECHANISED ROD TYPE CHOKING CLEANER (100 ft length)	01 Set	200/
6	HIGH PRESSURE JET	02	250/
7	WRINGER TROLLEY	10	100/
8	CADDY BASKET	10	100/
9	GLASS CLEANING KIT	10	50/-
10	WET MOPS KENTACKY	Minimum 30	50/- per
11	WET MOPS ROUND (FOR BATH ROOMS)	Minimum 25	50/- per
12	SWEEPING BRUSHES (DRY DUST CONTROL MOPS)	Minimum 25	25/- per
13	HARD BROOMS FOR GROUND SWEEPING	As per requirement	
14	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers	As per requirement	

- Qty may increase as per actual requirement

- If any equipment is required apart from some mentioned shall be provided by the successful; bidder at their own risk.

The number of items given above is to be maintained at site hence the necessary stand by arrangement of equipment materials shall be the contractors responsibility. Any shortage in the above if observed at site the necessary penalties will be imposed.

Uniforms of housekeeping staff, I-Cards, Covered trolleys, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the contractor as per requirement.

5. MAN POWER REQUIREMENT :

S.No.	Manpower description	Number of Manpower
1	Trained Housekeeping Staff Male/Female in Uniform and I Card for Wards, Operation Theatres, Laboratories Blood Bank, Dialysis, Emergency, ICU, CCU & CTVS ICU, and Labour Room in OBST+Gynae, Incinerator Plant, Guest House, Medical College, Nursing College, Hostels, Library, Auditorium, AC Plant, OPD's, Kitchen, CSSD, Laundry, Boiler, Manifold, Mortuary, IPD, Cafeteria, Public Toilets,, Parking, Periphery of the Buildings, Road cleaning, Pump House, STP, & clearances of chocking (round the clock), and supervisory staff for monitoring of these works is to deployed on behalf of the contractor.	100 (+-20)including 80% Male and 20% female housekeeping manpower & supervisors on working days excluding relievers.

Numbers may be decreased or increased depending on the requirement.

Penalties : The penalties will be imposed on violation of terms and conditions of agreement as per the list given below :

S.N.	Description of Irregularities	Penalty
1	If the required workers are less than the minimum required	@ Rs. 200/- per worker
2	If the garbage is not lifted as per defined mode & scheduled	@ Rs. 500/- on each failure
3	Staff not in Uniform/ without I Card	@ Rs. 100/- per worker /day
4	If it is found that no action is been taken within One hour after complaint the complaint of Un-clean premises and improper housekeeping	@ Rs. 200/- per
5	Misbehaviour by the housekeeping staff to IGIMS, PATNA Employee or patient/ patient relative/ visitors.	@ Rs. 500/- per incident Double the penalties amount
6	Recurring of irregularities given at Sr.No. 1,2,3,4 & 5	mentioned in Sr. No. 1 to

Note : In case the agency fails to provide any of equipments tools & tackles continuously for a period of 15 (fifteen) days, IGIMS, PATNA has the right to purchase the non available equipments/tools or tackles on the market rates and deduct the cost of same from the contractors bill in addition to the imposition of applicable penalties.

VII.

**TECHNICAL BID PERFORMA
FOR HOUSE KEEPING(SANITATION)
SERVICES IN IGIMS, PATNA**

A. DETAILS OF TENDERER :

1 NAME OF TENDERING COMPANY/FIRM/AGENCY

2 NAME OF PROPRIETOR/PARTNER/DIRECTOR

3 FULL PARTICULARS OF OFFICE

(a) Address

(b) Telephone No.

(c) Fax No.

(d) E-Mail Address

4 FULL PARTICULAR OF THE BANKERS OF COMPANY/FIRM/AGENCY.

(a) Name of the Bank

(b) Address of the Bank

(c) Telephone No.

(d) Fax No.

(e) E-Mail Address

5 REGISTRATION DETAILS

(a) Attested copy of PAN No.

(b) Services Tax Registration No.

(c) E.P.F Registration No.

(d) E.S.I Registration No.

6 DETAILS OF EARNEST MONEY DEPOSIT

(a) Amount (Rs.)

(b) D.D. No & Date

(c) Drawn on Bank

(d) Valid up to

The above format may be used to provide requisite details

Date :

Name:

Signature of Tenderer

Place :

Seal:

B. DETAILS OF STAFF AVAILABLE WITH THE AGENCY

S.No	Name	Employee Code	Qualification	ESI No	PF No	Experience in Housekeeping(yr)

The above format may be used to provide employees details

Date :

Name:

Signature of Tenderer

Place :

Seal:

C.

DETAILS OF THE WORK EXPERIENCE :

Sl.No	Name & address of the Organisation	Designation	Duration of contract	Value of Contract	Telephone/fax	Experience in Housekeeping(yr)	
						From (dd/mm/yy yy)	To (dd/mm/yy)

The above format may be used to provide requisite details

Date :

Name:

Signature of Tenderer

Place :

Seal:

VIII.

DECLARATION

Annexure - D

- . Son / Daughter
- . Proprietor / Partner / Director /
- . am competent to

1. I,
of Shri
Authorised Signatory of
sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above applicable are true and authentic to the best of my knowledge and belief. I/we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage liabilities towards prosecution under appropriate law.

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

N.B : The above declaration, duly signed and sealed by the authorised signatory of the company, should be enclosed with Technical Tender.

I. HOUSEKING CONSUMABLES TO BE CHECKED FOR DAY TO DAY USE OF STANDARD MAKE AND PACK SIZE.

Sl No	Item Name	Description	Qty
1	Naphthalene Balls		
2	Check red Cloth - Duster22"x22"		
3	Soft Broom - Special Quality		
4	Hard (Coconut) Broom		
5	Mr. Clean Floor Wiper (Squeezer)- 15" Heavy Duty		
6	Hand Gloves - Rubber		
7	Scotch Bite (Birla 3M) Pad - Big[4"x6"]		
8	Dusting Brush - Nylon / Plastic		
9	Toilet Brush – Nylon [Crown Brush]		
10	Floor Scrubbing Brush - 7"		
11	Plastic Spray Gun Bottle		
12	Spray Gun		
13	Sagrigation Polythin Bags		
A	80 Micron, 22"x20'		
B	100 Micron, 25"x30"		
C	120 Micron, 28"x32"		
D	130 Micron, 35"x40"		
14	Roots Eze Mop - 75cm		
15	Pheonil		
16	Toilet Freshener		
17	Odonil packet (medium size)		
18	Toilet Cleaner		
19	-Do- (Reffil) Roots Easy Mop75 cm		
20	Plastic Bucket - Big- 20 Ltrs.		
21	Plastic Mug		
22	Plastic Mug		

23	Ghadhi Powder		
24	Floor Duster 14"x12"		
25	Lagga/ Road Broom Seek		
26	Medimex Hand Soap		
27	Black Pad for RE-43 Machine		
28	White Pad RE-43		
29	Room Freshener		
30	Taski - R-3, (Glass Cleaner),		
31	Air Freshener ,(Air Freshener),		
32	Taski - R-6, (Toilet BowlCleaner),		
33	Taski Spiral, (Floor Cleaner),		
34	Taski R-9, (Ceramic Tiles Cleaner),		
35	Taski R-2, (Hard Surface Cleaner)		
36	Tera Nova, (Floor Polish/Maintainer)		
37	Suma Inox, (Stainless Steel .Polish/Maintainer)		
38	Superlime, (Hard Scale Remover)		
39	Drain cleaner		
40	Acid		
41	Wringer trolley with all accessories		

FINANCIAL BID FOR HOUSEKEEPING SERVICES AT IGIMS PATNA

I. Name of the Tenderer

I. MANPOWER CHARGES

Type of man power	Rate per month per worker (30 days) Min Wages, EPF, ESI, HRA, GRATUITY, BONUS, LEAVE	Total Nos.	Amount per month
A Trained Housekeeping Staff in Uniform with I-Card, for Wards, Operation Theaters, Laboratories Blood Bank, Dialysis, Emergency, ICU, CCU & CTVS ICU, Guest House, Medical College, Hostels, Nursing College, Library, Auditorium, AC Plant, OPD's, Kitchen, CSSD, Laundry, Boiler, Manifold, Mortuary, IPD, Cafeteria, Public Toilets, Parking, Periphery of the Buildings, Road cleaning, Pump House, STP, & clearances of chockings (round the clock), and supervisory staff for monitoring of these works is to be deployed on behalf of the contractor specialized work of choking clearances at Hospital & Residential Complex.			100+-20 housekeeping manpower working excluding relievers 01 Nos.
C Supervisor in skilled category for monitoring and supervision works in all 3 shifts & 7 days of week.			03 Nos.
D Charges for providing I-Card to all the workers & Gum boots, hand gloves Safety Goggles, Masks to whom required as per works allocation /month.			104 Nos.

TOTAL For 1 (One) Month 1 (A+B+C+D)

Manpower charges claimed as wages by the contractor shall be reimbursed on the basis of payment made by contractors to their workers deployed at IGIMS, PATNA.

II. MACHINES, EQUIPMENT & TOOLS CHARGES ON MONTHLY BASIS INCLUDING COST OF MACHINES Amount per month

- A. Charges for providing and maintaining machines, equipments, tools and tackles, small or big, and any other item(s) that may be required for fulfillment of the contract (refer **Annexure-B**) / month.
- B Tractor cum trolley charges to handle the solid garbage daily from IGIMS Patna premises to PMC approved dumping yard / **Month**.

TOTAL For 1 (One) Month II (A+B)

III. Management/Service Charges :

Amount per month

A Service charges / management fee which should include : All expenditure on providing managerial / supervisory/administrative services by all means to get the work done through deployed housekeeping staff. This shall be based on total amount of

(I A,B,C,D + II A & B) in percentage.

TOTAL For 1 (One) Month III (A)

Total of I (A+B+C+D) +II (A+B) + III(A) (Rs. / MONTH)

Total of I (A+B+C+D) +II (A+B) + III(A) (Rs. / YEAR)

The agency shall enclose, Annexure : breakup of I -A, II-A & B charges per month.

Note : (A) The minimum wage rates of manpower is as per Central Labour Rules and shall vary according to the amendments/increments enforceable by Govt. from time to time, however the offered rate/amount of items no. I (D), II(A) & (B) shall remain constant and will not exceeds in any case from the monthly quoted rates of these items. .

(B) The agency will have to provide two sets of uniform per year including I Cards to all the workers & gum boots and hand gloves, safety goggles, masks (to whom required as per work allocation) of good quality, colour code, will be approved by the competent authority of IGIMS, PATNA, the dress includes full trousers, & shirt with full sleeves.

The contractor has to ensure payment on the basis of current minimum wages rates applicable in the Patna circle as per Central Govt. Rules to the workers deployed at IGIMS, PATNA.(The Minimum Wages shall be increased if an increase wage is notified by the Central Govt. It will be the sole responsibility of the contractor to adhere to the minimum wages as amended by the central govt from time to time). The contractor will have to make payment through cheque or direct transfer into accounts of workers after opening of individual bank account for the workers deployed at IGIMS, PATNA and also forward the copy of the monthly bank statements of the concerned workers to IGIMS, PATNA after depositing the cheques or direct transfer. Further, the copy of ESI cards, EPF No. issued to the workers should also be submitted to IGIMS, PATNA.

Note: Quoted amount shall be inclusive of all taxes excluding Service Tax. Service Tax shall be paid if applicable.

I/we also declare that, I/we will abide by all the rules and regulation of IGIMS, PATNA, If awarded the Tender. I/we are also aware that the Director of the institute reserves his right to cancel our Tender in part or full without assigning any reason, what so ever, and for the same, I/we will have no right to challenge the same in any court of law.

Signature of Authorised Person

Date :

Full Name:

Place :

Company's Seal:

X. CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

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

Sl.No.	Items	Confirm
1	EMD	
2	Tender form with complete technical bid and Financial Bid, with all pages serially numbered, signed and stamped on each page.	
3	Certified Profit & Loss Account & Audited Balance Sheet of last three years i.e. 2012-13, 2013-14 and 2014-15 along with Certified Turnover Statement for the last three years.	
4	Income Tax statement of last three years.	
5	Self Attested Photo Copy of PAN Card	
6	ESI & EPF Registration Certificate Copy, [along with Copies of paid challans for last three years,]	
7	Service Tax Registration Certificate,[with copy of returns for the last three years last payment.]	
8	Registration certificates under contract labour (R&A) Act 1970.Copy of valid labour licence.	
9	Documents in support of contract fulfilled in last 3 years along with their values in support of the experience and Financial credibility.	
10	Satisfactory completion of contract certificate from previous organisation (Minimum three)	
Part-C of Annexure - 'C'		
11	License for providing Housekeeping Services.	
12	Declaration as per Annexure D.	
13	Bank Solvency Certificate for Rs 1 crore or above	

Date : _____ **Full Name:** _____ **Signature of Authorised Person**

Place : _____ **Company's Seal:** _____

XI. Performa of Performance Bank Guarantee

In consideration of the Director Indira Gandhi Institute of Medical Science, Patna(hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between IGIMS, PATNA and (hereinafter called "the said contractor(s) for the work of Contract Housekeeping Services (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. (Rupees... .. only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We... .. (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).

2. We do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the IGIMS, PATNA stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. (Rupees.)

3. We, the said Bank, further undertake to pay to the IGIMS, PATNA any money so demanded not with standing any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment there under, and the contractor(s) shall have no claim against us for making such payment.

4. We... .. further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the IGIMS, PATNA under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Administrative Officer, IGIMS Patna on behalf of the IGIMS, PATNA, certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said contractor(s), and accordingly discharges this guarantee.

5. We... .. further agree with the IGIMS, PATNA that the IGIMS, PATNA (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IGIMS, PATNA against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the IGIMS, PATNA or any indulgence by the IGIMS, PATNA to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)

7. We... .. lastly undertake not to revoke this Guarantee except with (indicate the previous consent of the IGIMS, PATNA in writing.

8. This guarantee shall be valid up to unless extended on demand by the IGIMS, PATNA Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs..... (Rupees... .. Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the day of for

(indicate the name of the Bank)