



**Office of the Director**  
**INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES.**

(An Autonomous Institute of Govt. of Bihar)  
IGIMS Medical College; IGIMS Nursing College  
**SHEIKHPURA, PATNA - 800 014 (Bihar, India)**  
Tel.: 0612 - 2297631, 2297099; Fax: 0612 - 2297225; Website: [www.igims.org](http://www.igims.org); E-Mail:  
[director@igims.org](mailto:director@igims.org)

## TENDER NOTICE FOR SANITATION AND HOUSEKEEPING

Sealed tenders in two bid system (Technical and Financial bid in separate sealed envelope) are invited on behalf of IGIMS, Sheikhpura, Patna for proper cleaning sanitation and Housekeeping work of Hospital, Guest House, Nursing College, Medical College and Trauma Centre (Covered & uncovered areas) and open areas of residential complex of IGIMS and other associated works as per specifications laid down in tender documents. The intending bidders must have experience of having executed similar nature of works viz Housekeeping & cleanliness in Hospital/PSUS or other Central/ State Government departments of a value not less than Rupees 25 (Twenty Five lacs ) per annum. The work includes regular cleaning and other associated works as per specifications laid down in the tender documents. Other details are as follows:

<b>Cost of Tender Document</b>	<b>Earnest Money</b>	<b>Duration of Contract</b>
Rs. 2500=00	Rs. 50,000.00 in the form of D.D. drawn in favour of Director, IGIMS, Sheikhpura, Patna-14 payable at Patna.	One Year. Extendable as per satisfaction and decision of Institute authority.

Sd/-  
Director  
IGIMS, Sheikhpura,  
Patna – 800 014.

**LAST DATE OF RECEIPT** : 31.10.2013 up to 4:00 P.M. (by Regd. Post/Speed Post./ Courier) In the Office of Director, IGIMS, Patna -14.

**DATE OF OPENING** : 04.11.2013

Technical bid must be supported with all the required documents and a demand draft for Rs. 2500.00 (Rs. Two Thousand Five Hundred only) as cost of Tender document (non refundable) in favour of Director, IGIMS, Sheikhpura, Patna, payable at Patna.

The right to accept or reject the tender either in part or whole/ without assigning any reason or to allot the total work to one or more than one bidder is reserved by the Director, IGIMS, Sheikhpura, Patna -14.

**SIGNATURE OF BIDDER**

## **TENDER PROCEDURE**

Intending bidders should submit their bid in two bid system, technical and financial bids separately. They should be put in separate and sealed envelope. Technical bid with the name of the work should be written on the envelope containing the Technical bid. Financial Bid along with the name of the work should be boldly written over the envelope containing financial bid. Both these sealed envelopes should be put in a single envelope. This envelope should also be properly sealed and name of work and tender notice No should be boldly written over the big envelope. It should also be mentioned over the envelope that it contains separate envelopes of technical and financial bid.

- Envelope containing bids should be sent to the following address by registered/speed posts/courier only, so as to reach on or before the last date and time mentioned N.I.T.  
Address- Director, Indira Gandhi Institute of Medical Sciences, Sheikhpura, Patna, P.O- B.V. College, Pin-800014, Bihar

**Note:-** The institute shall not be responsible in any manner for the delay or non delivery caused by the postal department or courier/agency. Bids received after last date and time shall not be accepted/ entertained.

## **ELIGIBILITY CRITERIA**

- (i) The Sanitation agencies should have been in existence in the State of Bihar with office in Patna for not less than three years.
- (ii) The Sanitation agencies should have a minimum annual turnover of Rs. 25,00,000/- (Rupees Twenty Five Lacs ) only. Copy of the Income Tax Returns and Audited Balance Sheet duly certified by the Chartered Accountant to be enclosed.
- (iii) The Sanitation agencies should be registered with Govt. Authorities concerned and a certified copy of the documents in proof of Registration should be attached with the Technical Bid.

The Sanitation agencies should not have been blacklisted by any Govt./ Semi Govt./ Organisation/ PSU.

The Sanitation agencies should not have any relation with the employees and near relation of the employees of IGIMS, Sheikhpura, Patna.

The Sanitation agencies should be willing to take up the contract on the terms and conditions as detailed in Annexure – II.

## **TECHNICAL BID**

The technical bid should be submitted in the Provided proforma/ format neatly and clearly typed on the tenderers letter head and it must be signed on each page by the authorized signatory of the agency/firm. The completed technical bid along with the requisite documents should be sealed properly in an envelope and over the envelope "Technical Bid" in Capital letter should be super scribed. The technical bid should contain the following:-

- A. Completed technical bid in the proforma provided (Annexure-III).
- B. Undertaking regarding acceptance of terms and conditions duly signed with seal of the authorized signatory of the bidding firm/agency.
- C. Earnest Money Deposit in the form of A/c Payee Bank Draft.
- D. All other required documents in support of the proof of statements made.
- E. Name, Address & Registration No. of firm /NGO with details of owners/partners attach supportive documents.
- F. Proper registration with the Labour Dept. specially for carrying out Sanitation work with number of work force clearly mentioned.
- G. List of Hospital/Institutions where the Agency has carried out this nature of work in the last five years with total turnover in terms of total payment received per year. Proper registration with Central Excise for Service Tax.
- H. Performance Certificate issued from such Hospital/Institutions (at least three must be submitted)
- I. Sales tax, Income tax registrations with up to date clearance certificate if applicable
- J. List of manpower with their age, sex and experience in this work along with their EPF No.
- K. Scheme of placement of man power per shift per sqr. meters area of work.
- L. List of equipment used in cleaning and lifting of garbage available with the bidder. Bidders having more sophisticated equipments for cleaning/swabbing & lifting of garbage shall be given preference in Technical Evaluation.
- M. Clear mention of liquid detergents/antiseptic to be used by the bidder for cleaning of floors & bathrooms must be mentioned.
- N. Details of Bank Accounts of Agencies/firms.
  - (i) All documents are to be submitted after getting it notarised by Public Notary.
  - (ii) All statutory obligations as per Labour Act. (such as payment of minimum wages, P. F. contribution, insurance etc. of labour employed as per labour laws applicable) shall be the sole responsibility of the agency and an undertaking on oath has to be submitted by the firm/NGO/Tenderer for its adherence and compliance.
- O. List of Equipments/Machine to be used for cleaning of drainage manholes (such as high pressure jet M/c, Vacuum cleaner, sewerage Pump set, Retriever, Floor wiper, multi Broom, Glass wiper, High Pressure cleaning M/C, Toilet Brush, Dust control mop, smart cleaning system etc.) has to be provided.
- P. Details about uniforms & I card to be provided to the Labours by tenderer.

## **EARNEST MONEY DEPOSIT**

An earnest money deposit of Rupees 50,000.00 ( Fifty thousand) only in the form of demand draft drawn on a nationalized bank and in favour of DIRECTOR, IGIMS, PATNA, Payable at Patna must be submitted along with the technical bid. The bid without EMD shall be rejected out rightly.

## **FINANCIAL BID**

The financial bid should be submitted in the provided format (Annexure-IV). All the rates and taxes must be mentioned clearly and all the information demanded must be provided along with supporting documents

Financial bid not submitted in the prescribed format and not containing all the information as demanded along with supporting document shall be an invalid bid and rejected.

## **GENERAL INSTRUCTIONS:**

1. Tender will be received till 31.10.2013 upto 4.00 P.M. only and any tender /offer received after this date/time will not be accepted.
2. Tenders will be opened on 04.11.2013 at 4.00 P.M. in the Office of Director/Medical Superintendent, in the presence of tenderer or his authorized representatives.
3. **Security Deposit:** The successful tenderer will be required to deposit a security amount of Rs. 1, 00,000/- (Rupees One Lakh) only in the form of demand draft before entering into the agreement. Demand Draft so required must be of nationalized bank and will be in favour of Director, IGIMS, Sheikhpura, Patna payable in Allahabad Bank, Sheikhpura, Patna.
4. (a) Tenderer should survey the IGIMS, Hospital, Residential area, Guest House, Medical College, Nursing College etc. for assessing the rate, which he/she is offering to carry out as per specification in Section -2 of the tender document. No. subsequent change in the rate quoted in the offer will be entertained under any circumstances.  
(b) Conditional tenders which propose any alterations in specified items or in the item schedule or which contain any other condition of any sort shall be summarily rejected.
5. Specification for execution of the work: Shall be as detailed in SECTION –II.
6. Tender Evaluation: Tenders will be evaluated on the basis of Technical & Financial aspects.
7. Successful Tenderer will be required to sign a contract agreement on submission of DD of Rs.1, 00,000/- in addition to EMD as security deposit with the Institute before work order is issued to him/her. If the successful tenderer fails to sign the contract agreement by the stipulated date the total Earnest money will be forfeited.
8. Cutting/overwriting, if any in the Tender Offer should be signed by the Tenderer. Otherwise it will not be considered.
9. Mode of payment: As per contract Agreement.
10. Liquidated damages: As per the contract Agreement.
11. Miscellaneous other conditions: As per the Contract Agreement.

12. **Validity Period:** The rates quoted should remain valid for a period of six months from the date of opening of the tender. Successful Tenderer will be asked to execute an agreement bond. The rates should be valid for each station separately as it is possible that the more than one contractor are selected to perform the total work mentioned in the tender. It is also possible that some work in some of the area may be cancelled and not allotted to any Tenderer at all.
13. The tenderer is expected to examine all instructions, terms and specifications in the tender document. Failure to furnish all information required as per the tender document or submission of bids substantially responsive to the tender documents in every respect will be at bidder(s) risks and may result in the rejection of the bids.
14. All the materials, which are to be used by the tenderer, will have to be scrutinized both in quantity and quality by an officer of the institute (Who will be nominated later on). The contractor has to transport material at his/her cost and be responsible to keep the same under his safe custody at his/her own cost.
15. During Technical Evaluation the tenderer if directed by the Institute Committee shall have show the required machine/equipments to the Committee. Priority will be given to those who have sufficient no. of required equipments.

**Signature of Bidder**

## SECTION-II

### SITE AREAS OF IGIMS FOR MAINTENANCE OF SANITATION SYSTEM

#### **1. Area of Work:-**

##### **1. Hospital Area (Covered Area)**

- i. OPD
- ii. Poly Clinic
- iii. Ward Block
- iv. Diagnostic Block
- v. CTRC & Cobalt Unit
- vi. Old Building (Medical College)
- vii. Core Block
- viii. Trauma Building
- ix. Medical College Building

##### **2. Hospital Area (Uncovered Area)**

- i. Approach Road (Uncovered)
- ii. Green Areas (Uncovered)
- iii. Parking Areas (Uncovered)

##### **3. Residential Area (Covered Area)**

- i. Guest House.
- ii. Nursing College
- iii. Residential Roads.

##### **4. Residential Area (Uncovered Area)**

- i. Road (Uncovered)

#### **5. Scope & specification of work:**

Job Means:

- A. Cleanliness, lifting of Garbage and disposal up to point of incinerator plant in the campus.
- B. Frequency: daily (Round the Clock)

#### **GENERAL CLEANLINESS:**

1. Mopping manually or by Machine of the entire hospital areas as many times as required so as to maintain in shining condition.
2. Cleaning (Sweeping and swabbing with antiseptic/phenyl) of the campus areas, mentioned in the proposed agreement on Sq fit/Sq. m. basis.
3. Dusting and cleaning of all items of furniture, fixtures, partitions, doors, windows, notice board, flower bed, almirahs, phones, tray, before opening of office and as when required.
4. Staircases, railings, lift, shall be cleaned and dusted.
5. The corridors to be kept clean despite traffic by continuous sweeping and swabbing.

6. All corners and other areas to be kept clean of pan stains, spit materials, etc by constant and repeated efforts.
7. Cleaning of dustbins once in each shift and earlier if necessary and carrying the Hospital wastes up to fixed point.
8. Cleaning of buckets, bowls, etc and other items in use in various departments.
9. Removal of garbage from marked areas.
10. The dead areas in and around the hospital to be maintained in clean condition.
11. Papers, plastic bags, fruit-peels, and other items to be continuously picked up and removed from hospital campus.
12. Cobwebs from ceiling and corners to be removed as and when they appear.
13. The roads, footpath, approaches, walkways in the hospital including parking areas to be cleaned and swept at least twice a day.
14. Cleaning of drains in and around the hospital to keep them unchoked round the clock.
15. Cleaning the areas of Water Coolers and dusting the water coolers.
16. Cleaning all mosaic/tiles area of the walls.
17. Rate must be quoted for cleaning work on Sq. Mt./month basis.

**B. TOILETS:-**

1. The toilet seats should always be kept an stain free clean by cleaning it with detergents/Acid/Harpic
2. The floor or the toilets shall be washed at least twice in each shift. The areas where the toilets are difficult to maintain, cleaning frequency shall be increased.
3. The porcelain fixtures shall be cleaned with Vim twice in each shift.
4. Naphthalene ball and Odonil type deodorants will be used so that no bad smell emerges from the toilets.
5. The toilet shall be maintained in dry condition after washing by repeated mopping of the areas. The toilet mop and cleaning brushes would be separate from those for other areas.

**OTHER CLEANING JOBS**

1. Dusting and proper cleaning of all items of furniture and their proper positioning as and when required or when symposium or conference is held.
2. Proper and effective cleaning and positioning of windowpanes and adjoining areas of windows.
3. Proper and effective cleaning of bare light fitting and top of cupboards etc in each building.
4. Cleaning of phones with scented detergents.
5. Proper and effective cleaning of electrical fitting, switchboards, switches, fans, regulators, ceiling fans, etc.
6. All Drain of surrounding area of the assigned buildings will be cleaned at least once in a week or even more in inside and outside of the buildings ensuring smooth flow and silt shall be disposed in low land areas as directed. Surrounding area (i.e. at least 25 Sq.”) should be cleaned every day at least two times.
7. Service ducts in various buildings area to be swept once every month.

Signature of Bidder

## **MISCELLANEOUS WORK**

1. Reporting of any leakage of water taps or other faults in toilets and other areas to supervisor for reporting to hospital housekeeping department for getting it repaired.
2. Dead animals if any shall be disposed off the same day.
3. Special attention and effort for cleanliness of the area during VIP visits with good standards maintained each day. Additional effort should be minimum.
4. In the hospital complex including departments and surroundings, the sanitary service will also be required to keep the area clean if made dirty by patients, attendants, relatives, visitors or staff by way eating, spitting, blowing the nose, urinating, vomiting, or passing of stool due to bad habits or poor hygiene of sickness.
5. If the hospital complex including departments and surroundings are made dirty by cats, dogs, rodents, cattle or other animals etc, the same will be cleaned by the workers of the Contractor/Agency.
6. Any water, medicine, chemical, oil or other spilled items will be cleaned by washing or mopping or by any other suitable method.
7. Any other problem of sanitation, cleanliness and hygiene will be attended to by the contractor/agency.
8. Treating once daily all areas of waste collection with Gamaxin or Bleaching Powder.

Signature of Bidder



## **PATIENT CARE AND RELATED SANITATION**

1. The work will involve the patient care sanitary and related activity in Ward, OPD, Departments and other hospitals areas. These will involve the following.
  - a. Giving of clean urinal pans to patients.
  - b. Emptying of uro-bags.
  - c. Giving of clean bed pans to patients.
  - d. Cleaning of patients after use of bedpan.
  - e. Cleaning and washing of bedpan.
  - f. Cleaning of Patient's urine, stool, vomiting.
  - g. Cleaning and washing of commodes after use.

Signature of Bidder

## **TERMS AND CONDITIONS**

### Annexure –II

1. The contract will be for a initial period of 01 (one) year with provision for further extension subject to satisfactory service.
2. The contractor shall be responsible for the “job” as specified at Section-II or for such works as assigned by the concerned officer in charge before start of office i.e. by 7.45 daily and thereafter as per requirements and also as instructed so as to ensure complete cleaning and hygienic maintenance of the above premises and associated areas in good and hygienic condition.
3. The consumables for above work shall be provided by the contractor
4. The contractor shall be responsible for complete maintenance and upkeep of entire hospital & office premises and such other associated areas like staircases, veranda, etc. for healthy and hygienic look and for proper maintenance of the items/assets/other T & P supplier if any and shall hand over these assets/items after expiry of the contract in good working condition.
5. **Penalty for unsatisfactory performance:-** In case the work is not carried out to the satisfaction of the officer concerned in charge, penalty up to 5% of monthly contract value may be levied.
6. **Attending to shortcomings:-** In case it is found that there are shortcoming in the work being performed, the contractor shall ensure that the shortcoming are attended immediately upon such things are brought to its notice.
7. The persons deployed by the agency should not have any police records/criminal cases pending against them. The service provider agency should make adequate inquiries about the character and antecedents of the persons to be provided by them. They should also ensure that the persons deployed are healthy and medically fit, certificate of their medical fitness must be provided when called for.
8. The service provider’s persons shall not claim any benefit/ compensation/ absorption/regularisation of services from IGIMS, Sheikhpura, Patna.
9. The service provider’s personnel should be polite, cordial, positive and efficient while handling the assigned work so that their actions promote goodwill and enhance the image of IGIMS, Sheikhpura, Patna. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by them.
10. That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the IGIMS, Sheikhpura, Patna.

11. The service provider shall have to provide photo identity cards to the persons deployed by them for carrying out the different works.
12. The transportation, food, medical and statutory requirements in respect of each personal of the service provider shall not be the responsibility of IGIMS, Sheikhpura, Patna. All statutory obligations with respect to the personnel deployed will be the sole responsibility of the service provider.
13. Working hours would be normally 8 hours per day. However in exigencies of work, they may be required to sit late and the personnel may be called on Sunday and other gazetted holidays, if required.
14. That the agency will be solely and exclusively responsible for payment of wages to the persons engaged by it in compliance of statutory obligation under all related legislations as applicable to it from time to time including minimum wages Act. Employees Provident Fund etc. and IGIMS, Sheikhpura, Patna shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of the obligation. The agency will be required to provide particulars of EPF,ESI of its employees engaged in the IGIMS, Sheikhpura, Patna to Institute.
15. The services provider will submit the bill in triplicate in respect of persons deployed for the particular month in subsequent month. The payment will normally be released within 10 (ten) days from the date of receipt of bill after statutory deductions at source.
16. No remuneration will be paid for the days of absence and non performance of duty.
17. The service provider shall be contactable at all times and message sent by phone/e-mail/fax/special messenger from IGIMS, Sheikhpura, Patna should be promptly responded in fulfilment of the contact from time to time.
18. The IGIMS, Sheikhpura, Patna shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor.
19. IGIMS, Sheikhpura, Patna will maintain an attendance register in respect of staff deployed by the agency on the basis of which payment will be decided in respect of the staff at the approved rates.
20. The successful bidder shall deposit a sum of Rs. 1, 00,000/- (Rs. On Lakh) only in the form of Demand Draft in favour of Director, IGIMS, Patna, payable at Patna. This security deposit will be forfeited in case of non fulfilment of the Terms & Conditions of the contract & compensating any loss suffered due to agency or any personal supplied by the agency.
21. The Institute Administration (competent authority) reserves the right to award the work to more than one bidder by dividing the work at the approved rate.

22. The service provider shall not assign, transfer, pledge or sub contract the performance of service without the prior written permission of this Institute.
23. Either party can terminate the agreement by giving 2 months notice in advance. If the agency fails to give two months notice in writing for termination of the agreement then security deposit will be forfeited.
24. That on expiry of the agreement as mentioned above, the agency would withdraw all its personnel and clear their accounts by paying them all their legal dues of no extension to grant by the Institute.
25. In the event of any dispute which arises with respect to interpretation of any of the clauses of the agreement, the matter will be referred to the Director, IGIMS, Sheikhpura, Patna whose decision shall be final and binding on both of the parties.
26. The personnel of the agency shall not join any labour union or resort to strike or demonstration or any other agitation of this nature. The personnel shall neither directly or indirectly, join nor assist any commotion of civil nature and they will render their sincere services during any kind or natural calamities to their best extent. The personnel must not in any way act against the interest of the IGIMS, Sheikhpura, Patna.
27. The contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract shall be fixed or taken in a court at Patna.
28. An undertaking by the agency of compliance for all the terms and conditions listed above should be placed in the Technical Bid, clearly mentioning that the agency/service provider/contractor will be liable for all statutory obligation and the Principal Employer i.e. IGIMS, Sheikhpura, Patna is not liable for any obligation during and after the period of contract.
29. Director, IGIMS, Sheikhpura, Patna shall levy appropriate penalty for deficiency in services, violation of any terms of the contract as well as for any loss or damages which shall be bindings on the agencies.

**Signature of Bidder**

**TECHNICAL BID (COVER – I)**

<b>Sl. No.</b>	<b>Particulars</b>	<b>To be filled up by the tender</b>
01	Name of the Agency	
02	Details of EMD (i) Amount (ii) Draft No. (iv) Date (v) Issuing Bank	
03	Date of Establishment of the Agency (Proof to be enclosed)	
04	Detailed office Address of the Agency with office telephone number, fax number and mobile number. (Proof to be enclosed).	
05	PAN Number (Copy to be enclosed)	
06	Service Tax Registration Number (Copy to be enclosed)	
07	Provident Fund Registration Number (Copy to be enclosed)	
08	ESI Registration Number (Copy to be enclosed)	
09	Professional Tax Registration Number (Copy to be enclosed)	
10	State Registration Number (Copy to be enclosed)	
11	Establishment License with existing clients (Copy to be enclosed)	
12	Trade Licence Registration Number (Copy to be enclosed)	
13	Proof of Labour License with existing clients (Copy to be enclosed)	
14	Annual Turn Over of last 03 years (i) (ii) (Copy of the Income Tax Return/Certified copy of audited balance sheet from Chartered Accountant to be enclosed)	
15	List of Manpower to be deputed along with photograph and detailed bio-data .	
16	No Relaxation Certificate (Certificate to be enclosed)	
17	Whether the agency has been blacklisted by any Government Organisation/any Organisation (Certificate to be enclosed)	
18	Proof of Existence of the Firm for the last 05 years.	
19	Any other Registration.(If any), (Copy to be enclosed)	
20	Names and designations of authorised persons eligible to enter into contract. (Power of attorney/Affidavit in favour of person signing the papers to be enclosed).	
21	Name of contact person for conveying any information along with telephone nos. in absence of authorised person mentioned above.	
22	Copy of the undertaking of Compliance of all terms and conditions.	
23	Character Certificate (DM/SP)	

**Signature of Authorised Person and Seal of the Agency with Date.**

**FINANCIAL BID (COVER – II)**

Having Examined the Tender Documents, we the undersigned offer to quote the rates towards the sanitary services mentioned in the Bid Documents. We are interested to participate for which an amount of ...../- (Rupees ..... ) only as EMD is deposited vide DD No..... dated ...../...../..... in favour of IGIMS, Sheikhpura, Patna, payable at Patna.

Sl. No.	Services to be provided	Rate per square meter	Remarks (If any)

- Note :**
- A) Rate per square meter and total amount payable by IGIMS, Sheikhpura, Patna to the service provider/contractor per month before recovery of statutory deductions at source.
  - B) Breakup of the above rate showing amount to be paid to Rate per square meter and other Miscellaneous Charges including Agency Charges as per Annexure-V.
  - C) Each page of the Tender Document should be signed by the authorized signatory.

**Signature of Authorised Person and Seal of the Agency with Date.**

**SECTION – V**

**SCHEDULE OF RATE**

NAME OF THE Firm	Rate per square meter for covered as well as uncovered separately for Cleaning of Hospital, Guest House, Medical College, Nursing College, Trauma Centre (Covered & uncovered area), open areas of residential complex” Road, Parking area etc. as per Specification (inclusive of all consumable materials and service Tax)	
	<b>In Words (Rupees)</b>	<b>In Figures (Rupees)</b>

**DECLARATION:-** I, hereby declare that I have read and understood all the instructions/ conditions as given in the instruction to the tenderer (Bidder), work specification and the agreement Bond. I agree to all the clauses mentioned in these documents and accordingly have quoted the above rates.

**Signature of Bidder**