

Scope of Work

1. Maintaining cleanliness and tidiness of the allotted areas by ensuring dust free hygienic cleaning of the walls, floor and routine cleaning of glass panes, lighting tubes and fans(ceiling, wall mounted/exhaust fans) etc, and has to use high quality detergents/cleaning agents for said purpose.(Branded)
2. The floor area of each place indicated shall also include in its surroundings such as walls including skirting.
3. Carry out scrubbing of Operation Theatres of both Blocks A & B, thrice a week. The scrubbing of floor and walls of other area shall be required twice a week.
4. Arrange continuous/daily cleaning of all bathrooms in the contract area, which will include hygienic cleaning of walls as well as floor, washrooms, urinal sinks by using detergents and disinfectant like liquid harpic, sanifresh/phenyl etc.
5. Remove cobwebs daily from the allotted areas.
6. Lift and transport the garbage's from the allotted areas and dump the same into the garbage containers provided at collection areas.
7. All cleaning materials required for execution of the job shall be of specified good quality (Branded items) and which will not damage the flooring specified excluding bio degradable Non-chlorinated PVC bags for dustbin which will be provided by HAH Centenary Hospital as per bio-medical waste management & handling rules.
8. Cleaning material amounting to Rs. 2,50,000/- for both Blocks A & B on each month latest by 7th day of the month. The cleaning material shall be deposited in central stores of HAH Centenary Hospital and verified by an authorized person.
9. The Company in possession of all the hi tech equipment's like scrubbing machines, vacuum cleaners, dry & wet mops, may only apply.
10. Carryout insecticidal spray in the contract areas.
11. Lift and remove water from any of the allotted areas (in case of leakage) and clean it as and when such leakage occurs. You shall be required to clean open areas daily by thorough and extensive brooming of roads, parking areas, paths by sweeping and lifting of garbage and disposing of the same into garbage containers including cleaning of open drains alongside the roads.
12. Provide proper uniform and protective materials to all your workers. The colour of the uniform shall be decided by HAH Centenary Hospital authorities.
13. The quoting firm should specify the number of supervisors and cleaners etc for 24X7 services for a specified area in Block A & B.
14. That the numbers of personnel for rendering the aforesaid services shall be sufficient in number which may increased or decreased as per the exigency of the work as directed by Medical Superintendent.
15. That the personnel deployed by you for rendering the housekeeping services will be your employees and will be on your payroll. They shall be of impeccable character and integrity. You will be responsible for any act committed by your workers and claim, dispute, raised by them. You will follow the Govt. Acts/rules in force regarding the personnel engaged by you. Jamia Hamdard will not be responsible for any dispute of such personnel pertaining to wages, P.F, E.S.I and other claims.
16. The Company will comply with all provision of labour laws, including payment of minimum wages, E.SI & P.F etc in respect of the employed by you for rendering the aforesaid services, and shall keep the Jamia Hamdard indemnified from all acts and claims.
17. The bills raised by you for housekeeping works shall be paid on month to month basis subject to verification and producing a certificate from the concerned

authorities. You will submit letter along with monthly bills, declaring that you are complying all Govt. rules in respect of payment of wages P.F &E.S.I and Jamia Hamdard is not responsible for any act

18. An authorised person other than supervisor will interact with the Medical Superintendent of HAH centenary Hospital or his authorized person for taking instructions for smooth functioning of the work once in a week or as when required.
19. That you are also responsible for police verification in respect of all the personnel deployed by you with a copy to MS Office at the earliest.
20. That the tenure of the contract shall be for a period of One year w.e.f. date of signing and may be extended based on performance. The contract may be terminated by either party by giving one month's notice in writing without assigning any reason. However, in the notice period, the parties are required to act in terms of the contract.
21. The quoted rates will remain in force for the contract period without any charges.

WORKING HOURS

The working hours of the entire work force shall be deployed in shifts

GENERAL INSTRUCTIONS FOR BIDDERS

1. The Earnest Money Deposit (EMD) of Rs. 2 Lakhs (Rupees Two Lakhs Only), refundable (without interest) to unsuccessful bidders, should be necessarily accompanied with the price bid of the service provider, in the form of Demand Draft drawn in favour of HAHC Hospital, New Delhi, failing which the tender shall be rejected summarily. In the event, the successful bidder fails to sign the agreement with HAHC Hospital for provision of services as sought in the tender, subsequent to its bid being accepted, the EMD is liable to forfeited.
2. The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit @ 10% of the total value of the contract in the form of Bank Guarantee from any scheduled Commercial Bank drawn in favour of HAHC Hospital, New Delhi covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended / renewed by the successful manpower service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of PBG within the stipulated time shall render the award of contract invalid at the discretion of HAHC Hospital.
3. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected.
4. The Price bid of only those bidders will be opened whose bids have been found eligible.
5. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Manpower Service Provider described herein.
6. HAHC Hospital reserves the right to vary / alter / amend the eligibility criteria for the Housekeeping Service Provider at any time, in its discretion, before the last date of submission of proposals.

Minimum Eligibility Criteria:

S.No.	Criterion with documentary proofs
1	The entity should be either registered as a Company under Companies Act 1956 / 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence for not less than five years before 31.3.2016 as a company or firm as the case may be.
2	The Registered Office or one of the Branch Offices should be located either in Delhi / New Delhi or in National Capital Region for at least last 2 years.
3	Tenderer should have a minimum turnover of Rs. 1 Crore each in last three years exclusively from housekeeping services / facility management services. For this purpose last financial year would be considered as the one ended on 31.03.2016 and not any later period.
4	They should be registered with Income Tax and Service Tax departments

ANNEXURE-A

New Hospital Block Area for Housekeeping Services

S.No.	Floor	Area (Approx)
1	Ground Floor	13399
2	1 st Floor	12925
3	2 nd Floor	12942 ± Private Rooms
4	3 rd Floor	12963
5	4 th Floor	12951
6	5 th Floor	12951
7	6 th Floor	12950
8	7 th Floor	12550
9	8 th Floor	13011
10	Hospital extension(Rufeda)Ground Floor and First Floor	15500
11	Peripheral Area including open drains around Hospital	1200
12	Panel Room Manifold Gas Plant	500
13	Maintenance of BMW site and cleaning	
	Total Area	12434 Sq.meter

ANNEXURE-B**Old Hospital Block Area for Housekeeping Services**

S.No.	Floor	Name of Departments & Labs etc	Area in Sq.Mt
1	Basement	Blood Bank	1711
		Laboratory	
		Administration	
		Toilets	
		Conference Room	
		Faculty Area	
		Store-Medical Record Section	
2	Ground Floor	A,B,C Nursing counter and respective Wards and Toilets	4706
		Emergency	
		New + Old OPDs	
		Dialysis	
		Reception + Registration	
3	1st Floor	A1,B1,C1,D1,E1,F1,G1, Nursing stations with respective wards and toilets	4650
4	2nd Floor	E2+L/R	2261
		O.T	
		ICU/NICU	
		Store + gen. room	
		Outer Periphery (No area mentioned as it will be included in above rates). Roads around Hospital.	
	TOTAL AREA		13328

1. The tender should be based on the area of the Hospital = 13328 Sq. Mt.
2. The cleaning of Outer Periphery, open area/all-around area of the Hospital shall be inclusive the above quoted rates no separate amount shall be paid for that.