

**JAMIA HAMDARD
(Hamdard University)
Hamdard Nagar, New Delhi 110062.**

Tel: 26059688 (12 lines)

Ref. no. JH/ES/14/2004-12

TENDER NOTICE

Sealed tenders in two bid system are invited from reputed & experienced House-keeping agencies for providing House Keeping Services in Hakeem Abdul Hameed Centenary Hospital at Jamia Hamdard Campus. (on rate contract basis) Firms having adequate financial & technical resources with requisite equipments, working in reputed Hospitals, well versed in handling of bio-medical waste etc. can download the detail of work and tender document from the university web site www.jamiahamdard.ac.in from **24-07-14 to 13-08-14** and **drop the tender in tender box placed in purchase section on or before 13-08-14 up to 1.00 p.m.** The earnest money is Rs. 1,50,000.00 only & tender fee is Rs. 1500.00 (non refundable). Both D.Ds shall be in the form of demand draft in favor of Registrar Jamia Hamdard to be submitted along with the Technical Bid.

The technical bid of the tenders will be opened on 13-07-14 at 3:30 p.m. by a committee in presence of available interested contractors/ representatives of the firms.

Jamia Hamdard reserved the right to bi-furcate the whole work, award to any or reject any/ all the tenders without assigning any reason whatsoever.

(DR. FIRDOUS A. WANI)
REGISTRAR

Ph. No. 011-26059688(12 lines) Extn.5373, Fax-
26059663

TENDER DOCUMENT

HOUSE KEEPING WORK
AT
HAHC HOSPITAL



JAMIA HAMDARD
HAMDARD, NAGAR
NEW DELHI –11006

TENDER FORM FOR HOUSE KEEPING SERVICES AT HAHC HOSPITAL

Sealed tenders are hereby invited for House Keeping Services in HAHC Hospital at Jamia Hamdard Campus. The Terms & Conditions in respect of tenders are as under. **The tender shall be in a two bid system.**

(a) One Technical Bid: Containing information regarding business turn over, experience and other details of the firm, to judge the suitability of the tenderer. **(Annexure I)**

(b) Second Financial Bid: Containing of rates & amount. **(Annexure II)**

The Technical Bids will be opened on 13-08-14 **at 03:30 p.m.** in presence of tenderer or their authorized representative. Authorized representatives of M.S. HAHC Hospital may conduct the visit of the ESTABLISHMENT & WORK PLACE of the tenderers to assess their suitability, as part of the Technical Bid. The Commercial/ Financial bids of only those tenderer, who are found suitable by the committee appointed for the purpose, will be opened on a date/time to be decided later and communicated to such eligible bidders.

The bidder should submit the Technical Bid & Financial/Commercial Bid as per the attached (Annexure I & II) along with EMD of Rs.1.50 lakh only along with the technical Bid (Annexure I) in SEPARATE sealed envelopes super-scribing "Technical Bid/" and "Commercial Bid" respectively. These two envelopes should be then put in an envelope and sealed properly and Super-Scribed "House keeping work in HAHC Hospital at Jamia Hamdard Campus.

The tenders should be supported by all documentary evidences and EMD **(Rs.1, 50,000/-)** through a demand draft in favor of "REGISTRAR JAMIA HAMDARD" Payable at New Delhi.

Tenders should be addressed to the Registrar Jamia Hamdard New Delhi -62.

The following information will be indicated on the Envelope cover.

- a) Tender for House Keeping Services at HAHC Hospital.
- b) Name of Firm. _____
- c) No. of NIT. _____
- d) Clearly indicate the list of enclosures. _____
- e) Clearly indicate on the envelopes **"TECHNICAL BID" OR FINANCIAL BID.**
- f) All enclosures shall be numbered and indicated the number of attached document in technical bid form for reference.

TENDER FORM FOR HOUSE KEEPING SERVICES AT HAHC HOSPITAL

1. Tender for House keeping work in HAHC Hospital at Jamia Hamdard Campus.
2. Cost of tender Rs. 1500/- only (Non Refundable)
3. Due date of tender submission. Up to 13-08-14 (1.00 p.m.)
4. Time and date of tender opening. On 13-08-14 at (3.30 p.m.)
5. Earnest Money. Rs. 1,50,000.00 only
6. Names, address of Firm/Agency and Telephone No.-----
7. Registration number of the Firm/Agency-----
8. Name, Designation, Address and Telephone No.-----
of Authorized person of Firm /Agency to deal with -----
9. Please specify as to whether tenderer is a sole proprietor/partnership Firm/Company Name, address, Telephone Number of the authorized person should be specified.

(a)..... (b).....

10. E.S./P.F. No.------(with latest return challan copy)
11. License No. Under Contract Labour (R &A) Act. -----
13. Details of earnest money deposit. -----
a. Amount. (Rs. In words) -----
b. Demand Draft No. -----in favor of "The Registrar Jamia Hamdard"
c. Name of the issuing authority. ----- New. Delhi.
14. Memorandum in case of company and partnership deed in case of partnership firm to be provided.
15. **The tenderer must have minimum 5 years experience exclusively in housekeeping works in hospitals and have minimum three House Keeping works not less than of Rs. 20.00 lakhs per year (each job) in last three years. For reference the copies of work order & successful completion of each contract/job be attached.**
16. Declaration by the contractor

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

CONTRACTOR'S NAME & SIGNATURE

1. Sealed tenders in prescribed form (ANNEXURE – I, & II) dully filled must be submitted along with the Bank Draft. The demand drafts shall be in favor of “Registrar Jamia Hamdard” of Rs.1,50,000/- only as an earnest money & Rs. 1500/- for tender fee along with Technical Bid.
2. The tender committee will open the technical bid on 13-08-14 at 3.30 p.m. in presence of interested tenderer/ representatives.
3. Tenders not conforming the prescribed requirements and non submission of required documents/ copies may be rejected and no correspondence thereof shall be entertained whatsoever.
4. The tender form should be clearly filled in ink legibly or typed. The tenderer should quote the rates & amount tendered by him/them in figure & as well as in words. The tenderer should take care that the rate and amount should be written in such a way that interpretation is not possible. Alterations unless legibly attested by tenderer, shall disqualify the tender. Every page of the tender form should be signed by the tenderer himself. **Attested copies of the Registration Number of the firm, license no. under Contract Labours Act, Provident Fund Account no. (allotted by Provident Fund Commissioner), ESI No. (allotted by the E. S. I. Department) and copy of the Income Tax Clearance Certificate, Satisfactory Performance Certificate issued by the concerned agency/ Organizations, Memorandum of firm and partner ship deed if firm is in partner ship shall be enclosed.**
The rate should be inclusive of all and in accordance with the provisions of minimum wages act, labours laws and other standard provision like provident fund act, ESI, Bonus, Gratuity, Leave, Uniform allowance etc.
5. The tenderer with seal of agency/firm should sign every paper of the tender as a confirmation of acceptance of the terms & conditions mentioned on each paper.
6. No column should be left blank, which would otherwise, make the tender liable to be rejected.
7. **Preference will be given to those contractors who have minimum 05 years experience of House keeping work in Hospitals & reputed corporate building and also who use the latest machines for the work and keep the machines in hospital. Use of latest inventory and its ownership is preferred.**
8. The earnest money is liable to be forfeited, if the tenderer withdraws or amends & derogates from the tender in any respect within the period of validity of the tender.
9. Every amount paid to the contractor shall be subject to the deduction of tax at source and other taxes as applicable from time to time by Govt. of India.
10. The tenderer/contractor shall deposit a security in favor of Jamia Hamdard for an amount of Rs.3,50,000.00 minimum or equivalent of one month tender amount whichever is higher either in cash or in the form of Bank Guarantee for the due performance of the contract, within 15 days from the date of contract. In the event of breach/violation or contravention of any terms and conditions herein by the contractor, the security deposited shall be forfeited by Jamia Hamdard, in addition of any amount of penalty as decided by the Registrar Jamia Hamdard shall be recoverable from security amount if not paid by the tenderer.
The earnest money can be adjusted against security money. No interest shall be paid on earnest and security money deposit.
11. **The competent authority of Jamia Hamdard reserves the right to accept any tender without assigning any reason, bifurcate the whole tender in two bidders (without effecting the existing terms & conditions of the contract) or cancel/reject full or any part of the tender and also those tender which do no fulfill the condition stipulated in the tender.**
12. **The tenderers must visit the hospital and see the building, departments, labs and outer area etc. in detail to assess the quantum of work, deployment of required man power, machines, tools & plants etc. before quoting their rates and amount in tender.**
13. Tenderer while submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
14. **The contractor must declare that how many latest machines for house keeping work he will use. The machines will remain in the Hospital in working conditions and would replaced/repared within three days**

if got faulty during the work, failing which a suitable penalty as decided by the competent authority shall be charged from contractor's bill.

15. That the contractor shall comply with all the legal requirements and for obtaining license under Contract Labour (R & A) Act.
16. Every worker of the contractor shall wear neat & tidy prescribed uniform according to season i.e. summer uniform and winter uniform along with **a badge bearing the name & designation of worker while on duty**. The contractor at his own cost shall provide the said uniform and badge. The contractor shall also provide the Police verification of each personnel engaged/deployed at Jamia Hamdard.
17. The contractor shall have to produce documentary proof i.e. Voter Card/Smart Card/Telephone Bill/ Electricity Bill/Income Tax Certificate in support of identity of the person deputed at Jamia Hamdard.
18. The age of the Safai Karamcharies deployed by the contractor shall not be less than 18 years and not more than 45 years.
19. The agency staff shall be available at all times as per their duty roaster and they shall not leave their place of duty, failing which the salary of the worker shall be deducted from the bill of the contractor, and also the salary of the worker shall be deducted if assigned work found not completed or not executed in proper manner. The decision of the Medical Superintendent HAHC Hospital/competent authority in this regard shall be final and binding on the part of contractor.
20. The agency shall be responsible to provide immediate replacement to take place of any Safai Karamcharies, who are not available for duty at the place of posting, and such other additional staff as may be required for additional area for which prior information have been given.
21. The agency staff shall work under supervision, direction and overall administration of the contractor. The contractor shall closely work with the suitable person/ incharge as deputed by the authority in order to ensure smooth functioning.
22. The agency shall be wholly responsible to provide all the benefits viz. P.F., E. S. I, Bonus, Gratuity & Leave, etc. to eligible personnel engaged and deployed for the work by the contractor. The Jamia Hamdard shall not be responsible in any manner.
23. The competent authority of Jamia Hamdard shall have the right to ask the contractor to remove any such person from the agency, who is not found to be competent and orderly in the discharge of his duty.
24. The agency staff shall carry out such other duties as instructed to them from time to time, by the competent authority.
25. The Agency shall not engage any Sub-contractor or transfer the contract to any other person in any manner, if found subletting in any manner the contract will stand cancelled without prior notice.
26. A list of workers engaged by the contractor/agency along with place of work shall be submitted on daily basis in the office of the Medical Superintendent HAHC Hospital. The attendance record in the print will be submitted on weekly basis to the authority/M.S.
27. The contractor shall be responsible for opening of choked main holes & G.T. etc. and arrange suitable equipments & Machines (at his own cost) for the use of his workers, failing which if department arranges to open the same at the risk & cost of contractor. The contractor will face suitable penalty as decided by the competent authority for such non-conformity.
28. The garbage from the Dumping points will have to be removed by the contractor on daily basis by his own transport/under own arrangements. Failing which the department will make arrangement and amount spent shall be recovered from the contractor bill along with a suitable penalty as decided by the competent authority.
29. Tender must be unconditional.

30. **Duties of the Sanitary Supervisors and House keeper will be as under:**
House keeping manager: Skilled worker, with a professional degree to manage the up keep at different floors. At least one manager for two/three floors, he will be overall responsible for CAPA/ corrective and preventive actions to maintain, round the clock hygiene standards in the hospital.
Sanitary Supervisor: The House Keeping Supervisor (Semi Skilled) will be responsible for execution of work and supervise all the work of the House keeper and also responsible to take the instruction from the M. S. HAHC Hospital or his authorized persons, they will maintain close liaison with the M.S. HAHC Hospital & Estate Officer and comply the instruction issued time to time.
House Keepers:
- (a) Sweeping & wet mopping in offices, O.P.Ds., rooms, bathrooms, urinals and others as mentioned in the Schedule of work.
 - (b) Sweeping, washing, scrubbing and swabbing etc. of the bathrooms open areas, galleries, staircases and cleaning the articles lying therein and other as directed by the in-charge of work.
 - (c) Sweeping of roads, foot paths ramps & other areas as directed.
 - (d) Cleaning open spaces like lawns etc. clean by picking paper-bits & litters etc. and by partial sweeping, wherever necessary including removal of cobweb from the buildings and surroundings or as directed.
 - (e) Dusting and cleaning the office, lab and wards furniture, doors, windows, partitions and glass pans etc.
 - (f) Clearance of garbage on daily basis or as directed.
- Note:** Apart from the above, the M.S. HAHC Hospital can ask/mention any type of job/work related to their premises for sanitation and cleaning etc.
31. **Performance Evaluation: -**
- i) The quality assurance of the sanitary services should be ensured regularly (Daily, Weekly, Fortnightly or Monthly, depending upon the discretion of the M.S. HAHC Hospital & Competent authority) on the basis of the periodical reports furnished by the Contractor. The university can depute any officer/person/committee to monitor the cleanliness standards at any point of the time. Non-conformities found at any such visit, announced or unannounced shall be dealt with strictly and could lead to heavy penalties or even cancellation of contract.
 - ii) The contractor at his own cost shall maintain appropriate records in reference to above.
 - iii) The quality assurance of the house keeping work be ensured and shall obtain report bi- weekly from M. S. HAHC Hospital.
32. In case of emergency, the contractor shall arrange additional personnel for allocating any additional duty arising out as per the circumstances.
33. **The contractor shall bear the loss of any theft or damage in the hospital like bathrooms fittings etc. and any other item during the House keeping work performed by his workers.**
34. In case any area of the hospital inside or outside found not properly cleaned i.e. toilets, wards & O.P.Ds. and surroundings etc. and any persons found without proper uniform, the salary of House keeper/supervisor of the area will not be paid in addition of imposing a suitable penalty as decided by the Estate Officer or M.S. HAHC Hospital/competent authority.
35. The workers of the contractor shall mark their attendance on a register, which shall be kept and maintained by the contractor and made available to M.S. HAHC Hospital on daily basis or as directed.
36. The salaries of the workers should be distributed by the contractor on his own printed vouchers duly signed by the receivers on revenue stamps. The photocopies of the same should be submitted to the M.S. HAHC Hospital or competent authority check and for record.
37. The contractor shall deploy new Safai workers instead of re-engaging the existing personnel of the previous contractor.
38. The contractor shall put a Complaint Diary in the office of the Medical Superintendent HAHC Hospital or as directed and the supervisor of the contractor will rectify the complaints recorded therein on daily basis. The efficiency is the essence of this contract. Compliance report to such effect shall be submitted to the concerned authority on alternate days.

39. The contractor shall use the hand trolley (at his own cost) for mopping & disposing of medical waste from the hospital, road sides and garbage bins and disposed off outside of the campus at his own cost.
40. The contractor must insure that the cleaning waste specially after cleaning of road not to be dumped in the open drain/nala, this shall be lifted by hand trolley or a garbage rickshaw arranged by the contractor at his own cost.
41. The Department will only provide the electricity & water etc. required for sanitary services the extension board & lead wire etc. if needed shall be arranged by the contractor at his own cost. The contractor at his own cost will provide machines and appliances/instruments used in sanitary processes. The material to be used in cleaning/sweeping by the contractor shall be of approved quality and the Jamia Hamdard has the right to check the quality of material and ask to change at any time. Jamia Hamdard reserves all rights to check, change, alter any inventory used for cleanliness. The incoming and usage of the cleaning materials should be judicious and a log book duly maintained substantiates the same.
42. In case of any dispute or difference, remain unresolved the matter shall be referred to the Arbitrator appointed by the Vice Chancellor of Jamia Hamdard. The Award of the Arbitrator shall be final and binding on the parties. The jurisdiction is limited to Delhi/New Delhi.

PROPOSED AGREEMENT FORMAT

This Deed of agreement is executed on day of at New Delhi.

BETWEEN

Jamia Hamdard (Deemed to be University), Hamdard Nagar, New Delhi, through its Registrar, hereinafter referred to party of the first part.

AND

M/s.

....., through, hereinafter referred to as the contractor, party of the second part.

The expression party of the first part and party of the second part shall however mean and include their successor, appointees, assignees etc.

WHEREAS the Jamia Hamdard, party of the first part is desirous of getting the House Keeping work at HAHC Hospital through contractor by the adequate number of personnel Male and Female.

AND WHEREAS the party of the second part has assured that they possess the required equipment, experience, expertise both manual and mechanical and have means and facilities to render high quality services and have offered/undertaken to provide aforesaid services (including the disposal of Waste/Garbage etc.) on the following terms & conditions.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERE TO AS FOLLOWS:

1. That the contractor, party of the second part shall execute daily proper sanitation, cleaning and sweeping services as per the conditions herein contained in the tender document "**Schedule A**" comprising the work detail specification, adequate number of personnel Male and Female and priced schedule of quantities in succeeding papers of this agreement which also is a part of this agreement.
2. That for executing above cleaning, sweeping, sanitation work etc., the contractor will use standard approved quality material, engaged adequate number of Male and Female personnel as per the requirement and maintain high standards of cleanliness/hygiene sanitation and will also spray insecticide chemical in and around the building or as instructed. The garbage will be lifted from the garbage bin etc. on daily basis in segregated form and transported out of campus at his own cost. The Government standards for segregation/disposing off of biological/non-biological hospital waste will be maintained.
3. That the payment to the contractor shall be made on Sq.mt. basis with all 07 days working in a week, all payment is subject to all applicable deductions TDS, J.H.W.C. (0.25%) etc. as per prevailing rates prescribed under the Rule/Law/Act. and come during the contract..
4. That the Jamia Hamdard will provide only the electricity & water etc. required for sanitary services. The required extension board and lead wire etc. shall be arranged by the contractor at his own cost. The contractor at his own cost will provide machines and appliances/ instruments used in sanitary processes. The material to be used in cleaning/sweeping shall be of approved quality. The contractor shall deposit the cleaning material amounting to Rs.35,000.00 with the Department latest by 7th day of each month for cleaning, sweeping and sanitation services, the Supervisor of the contractor will distribute the material to his personnel in presence of the representative of M.S HAHC Hospital. Jamia Hamdard shall not pay separately the cost of cleaning material as it is included in its rates.
5. That the Registrar Jamia Hamdard, party of the first part reserves the right of altering the schedule of work and of adding to or omitting any items of work or having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate this agreement. The parties of the first part also reserve the right to ask the contractor to deploy /engage his personnel for executing any additional work between duty hours like removal of cobweb and malba etc. Spray of insecticide chemical in & around of hospital from time to time as and when required.

6. That the contractor shall be responsible for liability to all or any of the persons so engaged/ arranged by him under any legislation and also for any misconduct, negligence or other culpable act on their part. The contractor shall indemnify the Jamia Hamdard for all above.
7. That the contractor and his staff while discharging the aforesaid work shall be equipped with proper uniforms, in clean and tidy condition. The party of the first part will not pay any extra amount for uniforms etc. to the contractor.
8. That the contractor shall be responsible for any loss/theft or damages to the properties belonging to Jamia Hamdard, party of the first part, caused by his staff negligence and will pay to the party of the first part or allow the amount of loss sustained by the party of first part, to be deducted from any such amount due to the contractor, party of the Second part. The responsibility for any such loss or damage shall have to be decided by the party of the first part on findings of the Inquiry Committee, fixed for the purpose by the party of the first part.
9. That the contractor shall put a complaint diary in the office of the M. S. HAH Hospital/ at directed place or any other deputed person/office and the supervisor of the contractor will rectify the complaints recorded therein on a daily basis. Compliance report to such effect will be submitted on alternate days. The efficiency is the essence of this contract. The contractor will provide the services set out above, efficiently and maintain the standard of cleanliness. In case of failure to provide such services to the satisfaction of the party of the first part, the contractor, party of the second part, shall pay to the party of the first part/or authorize to the party of the first part to deduct the sum equivalent to actual extent of job not done or not properly done and a reasonable sum may be to the extent of 10% of the monthly bills, as liquidated damages from any payment, due to the contractor, party of the second part.
11. That during the continuance of this agreement, the contractor, party of the second part shall at his own cost arrange, machine, employ/deploy staff to render the aforesaid services to Hospital. The said staff employed by the contractor for rendering the services as contracted, will be the employees of the contractor, and will be on his pay rolls and they shall receive instructions from the contractor, for their duties etc., the contractor shall be solely responsible for the payment of their salaries, remuneration and other dues whatsoever to which such staff will be entitled to, under any law for the time being in force or which may come in force during the currency of the contract.
12. That the contractor, party of the second part will comply with all the provisions of the labour laws including Employees State Insurance Act, Workman's Compensation Act, Payment of Minimum Wages Act, Employees P.F. Act and timely payment of all their dues, in respect of the employees engaged by him for rendering the aforesaid services and shall keep Jamia Hamdard indemnified from all acts and omissions, faults, breaches and/or claims, payment, loss, demands, injury and expenses, etc. Jamia Hamdard, party of first part will not be responsible for such acts, omissions, faults, breaches and/or claims, demands, injury and expenses etc. Any revision or increase in wages by Govt. of India shall not be payable during the contract period. Because it is presumed that the contractor has work out all these things before quoting their rate in Sq.Mt. basis.
13. That the monthly bills relating to the aforesaid services shall be paid by the party of the first part each month. The contractor, party of the second part shall submit the Bills by 25th of each month and also ensure compliance of provisions of labour law including E.S.I., payment of minimum wages, E.P.F. & other obligations under the law in connection with their applicability to his employees / personnel, only on satisfied / Jamia Hamdard, shall clear the bill by 1st of each month and the party of the second party shall disburse the wages (not less then the rates as notified under the payment of Minimum Wages Act) to his personnel by 2nd of each month. ***The contractor shall submit a copy of distributed wages receipt of each employee and also submit the copies of deposited E.S.I. & P.F. in concerned department, failing which the party of the first part can retain the contractors' monthly bill till deposition of the above receipts for his record.***

14. That the tenure of the present agreement is for a period of.....w. e. f. to However this contract can be terminated at any time by giving one-month notice in writing in advance on either side without any reason what so ever. In case if the contractor, fails to provide proper cleaning & sweeping services etc. regularly

for more then two days, in such circumstances the contract can be terminated forthwith by the party of the first part without any notice etc.

15. That the contractor, party of the second part shall deposit a sum of Rs.3,50,000 only (Rupees three lakhs & fifty thousand only) with the party of the first part as Security Money, for due discharge of his services/responsibilities, in accordance with the terms and conditions of this Agreement. In case of breach of any of the conditions of this Agreement, committed by the party of the second part, the security money/amount is liable to be forfeited. If not forfeited, then the security money is liable to be discharged on the expiry of the contract period, without interest.

16. That in the event of any dispute, differences, arising between the parties of this agreement for any reason whatsoever relating to this agreement whether during the substance / currency of this agreement or thereafter the parties will endeavor to amicably resolve the same, but in case if dispute or differences still remain unresolved, the same shall be referred to a sole arbitrator appointed by the Vice Chancellor Jamia Hamdard. The decision of the arbitrator shall be final and binding upon both the parties concerned.

IN WITNESS WHEREOF,, Registrar, Jamia Hamdard of the party of the first part and Mr., party of the second part have here into respectively signed the agreement on the day and the year first above written.

Mr.....

.....
.....
.....
.....

(Party of the second part)

.....

**Registrar
Jamia Hamdard
Hamdard Nagar
New Delhi-110062.**

(Party of the first part)

Witnesses:

1.

1.

2.

2.

SCHEDULE OF WORK -“A”

HAIH CENTINARARY HOSPITAL JAMIA HAMDARD, NEW DELHI

**CONFIGURARION OF THE HOSPITAL TO BE COVERED BY THE HOUSE KEEPING STAFF FOR HSOPITAL
SANITATION**

FLOOR/ SPACE	NAME OF DEPARTMENTS & LABS ETC.		APPROX. AREA in Sq.Mt.
BASEMENT			1711.00
	BLOOD BANK	Critical	
	LABORATORY	Non	
	ADMINISTRATION	Critical	
	TOILETS		
	CONFERENCE ROOM		
	FACULTY AREA		
	MEDICAL RECORDS SECTION		
GROUND FLOOR			3963.00
	A,B,C, NURSING COUNTER AND RESPECTIVE WARDS AND TOILETS	Non Critical	
	EMERGENCY	Critical	
	NEW + OLD OPDs	Non Critical	
	DIALYSIS	Critical	
	RECEPTION + REGISTRATION	Non Critical	
1st FLOOR			4650.00
	A1,B1,C1,D1,E1,F1,G1,NURSING STATIONS WITH RESPECTIVE WARDS AND TOILETS	Critical	
2nd FLOOR		Critical	2261.00
	E2+ L/R		
	O.T.		
	ICU / NICU		
	Store + Gen. Room		
G. FLOOR	New OPDs	Non Critical	800.00
NET TOTAL AREA			13385.00
	Outer Periphery (No area mentioned as it will be included in above rates)		

Total Non Critical area approx. = 6,474.00 Sq.mt.

Total Critical area approx. = 6,911.00 Sq.mt.

The tender should be based on the area of the hospital. = 13,385.00 Sq. mt.

The cleaning of Outer Periphery, open area/all-around area of the Hospital shall be included in the above quoted rates no separate amount shall be paid for that.

APPROX. DETAIL OF AREAS & HOUSE KEEPING WORKS IN HAHC HOSPITAL

01.	Toilets	50
02.	Lab	04
03.	General Ward	30
04.	Special Ward	01
05.	Rooms	58
06.	Offices	10
07.	Operation Theatre	04
08.	F-2 Counter	01
09.	Labour Room	01
10.	ICU, PICU, MICO, SICU,CCU	04
11.	Conference room	02
12.	Demonstration Room	03
13.	Basement	01
14.	Reception	01
15.	Emergency	01
16.	Canteen Area	01
17.	Blood Bank	01
18.	Service Block	01
19.	Garbage Station	01
20.	OPD's	26
21.	Pantry	03
22.	Nursing stations	10
23.	Periphery/all around area of HAHC Hospital	

A DAILY WORKING

1. Proper and efficient cleaning with water & teepol/ clenzo or standard cleaning material as regulated by M.S. HAHC Hospital mixed soaked swab/mopping of all floors, staircases, toilets, corridors, lounge, central dome spaces and other approaches to offices and all around space of the Hospital.
2. Proper sweeping with brush/mopping of the space effectively at least twice a day before 8:30 a.m. and 3:00 p.m.
3. Proper and effective cleaning of all sanitary fittings, O.P.Ds., pantries, corridors and reception areas etc. before opening of the offices, supplying sanitary cubes, air purifiers, room freshener in rooms and toilets and provide papers rolls & liquid soap wherever required and as directed by the M.S. HAHC Hospital.
4. Proper and effective cleaning of waste paper baskets (color coded bins) before opening of the office and then again between 4 p.m. to 5 p.m. or as directed.
5. Dusting of walls, partitions etc. before opening of the offices, and also cleaning of urinals, bed pans, washing of toilets, labs & including blood stain linens etc. or as directed.

6. **Special care is to be exercised, ICU, Nursery & OT as per the instruction of the Medical Superintendent HAHC Hospital, including carrying the urine, stools & blood samples etc. from wards, I.C.U. & O.T. to pathology labs and also the segregation of bio medical waste as directed.**
7. Sweeping of the approaching footpath to HAHC Hospital Gate (out side). Gate No. 4 and up to 200 yards on out side of Hospital gate.
8. The surroundings area of Hospital including car parking area is also included in the quoted rates no extra payment shall be made for this work. The concrete/tiled area will be swept and mopped with approved disinfection chemical at least twice a day.
9. Ensure that all the rules/regulations and instruction, issued instructions issued from time to time by Delhi Pollution Central Committee e.g. protective clothing of workers, immunization, and protection of sanitary worker are ensured. Collection of waste will be as per the directions of DPCC and Colour coding etc will be assured by entire staff. Waste will be transported up to disposal area/garbage bin in covered dustbins of appropriate Color in a hand trolley.

B. BI-WEEKLY

1. Proper and effectively washing swabbing of all floors and glazed tiles, skirting and dados and polishing of all terraces marbles and marble floors glazed tiles, skirting and dados of all buildings specified in the contract. Replacing of furniture and other item in their proper position disturbed while cleaning polishing of floors.
2. Proper and effective cleaning of windowpanes, sides glossing and partitions of glass houses, Venetian blinds and palmettos etc.
3. Scrubbing, mopping and drying will be done mechanically.
4. All terraces will be swept and rainwater outlets cleaned.
5. Removal of cobwebs from the building

C. MONTHLY AND ALSO AS AND WHEN NECESSARY:

1. Proper and effective cleaning of ceiling and dusting and removal of cobwebs in all building may be entrusted to the contractor from time to time by the M.S. HAHC Hospital & authority of Jamia Hamdard are to be rendered without causing any hindrance or disturbance to the persons/university staff working before, during and after normal working hours and shall be carried out efficiently and in consonance with the standards of a neatly maintained office premises.
2. The Glass & Panes located at all height will be cleaned from inside & outside of the Hospital. All the above services and any other work of similar nature as quarterly.

D. DETAILS OF MATERIALS:

The contractor shall use the cleaning material in cleaning/sweeping of approved quality. The M.S. HAHC Hospital or his authorized person has the right to inspect/check the quality of material at any time.

The under mentioned list of cleaning material of minimum quantity of important materials to be consumed by the contractor per month for rendering the services. Contractor will arrange cleaning machine for polishing and washing and drying.

1. Liquid soaps 45 (forty five) liters Homacol or as approved.

- | | | |
|-----|--|---|
| 2. | Mansions wax polish | As per requirement |
| 3. | Toilet liquid soap | As per requirement. |
| 4. | Odonil | One stick per container in each toilet. |
| 5. | Room Freshener | as directed by M.S. HAHC Hospital. |
| 6. | Detergents | As per actual requirements (Vim 50Kg. Nirma 20KG) |
| 7. | Plastic Buckets and mugs | To provide & ensure availability of one bucket and mug in toilets/Bath rooms of good quality as approved by the M.S. HAHC Hospital. |
| 8. | Phenyl (Trishul /Doctor- Brand) | 30 liters or as directed |
| 9. | Teepol (Burmecile) for floor cleaning | 60 liters or as directed |
| 10. | Naphthalene ball packets | 5kgs or as directed |
| 11. | Harpic | 10 Nos or as directed |
| 12. | Finite | 10 – 15 liters or as directed |
| 13. | Dusters/old dhoti | As directed & approved by the M.S. HAHC Hospital |
| 14. | Brooms. | As per requirement or as directed |
| 15. | Floor Pochas/dusters | As per requirement or as directed |
| 16. | Yellow Polishing Duster for cleaning of Furniture & equipments | |
| 17. | Swabber with big handle for swabbing the floors. | |
| 18. | Colour garbage bags for disposal of bio medical waste as directed by the M.S. HAHC Hospital. | |

Note: The above quantity & quality of material is tentative as the M.S. HAHC Hospital may increase or decrease & change the same as per requirement and the competent authority have the power to arrange the required material in sufficient quantity & quality on the risk & cost of the contractor if not supplied and used by the contractor.

E. Disposal of Bio-waste in the Hospital.

The Hospital waste (Bio-Medical waste and general wastes will be collected and kept in Colour coded bins/bags by the staff of the contractor in all hospital functional areas.

The contractor will transport the Bio-waste up to dumping yard in a trolley provided by Hospital and stock at the proper place. He will follow segregation instructions as per rules of Delhi Pollution Control Committee (DPCC) laid down from time to time.

The segregated waste will be weighed; record kept and handed over to an agency so authorized by Jamia Hamdard. An experienced supervisor (with a professional degree) of the contractor will personally supervise the entire operation, as directed by the M.S. HAHC Hospital.

CONTRACTORS SIGNAND SEAL

Description of minimum House Keeping Staff to be deployed by the contractor

S. No.	Place of work	Staff	Morning (7.00 a.m.- 3.00p.m.)	Evening (3.00 p.m.- 9.00p.m.)	Night (9.00p.m.- 7.00a.m.)	Remarks
	Basement					
1.	Administration area	02	01 (F)	01 (F)	--	Non critical
2.	Laboratory + Blood Bank	05	02 (M)	02 (M)	01 (M)	Critical
	Ground Floor					
3.	WARDS A+B+C	13	03 (M) + 02 (F)	03 (M) + 02 (F)	02 (M) + 01 (F)	Non critical
4.	Emergency	07	02 (M) + 01(F)	02 (M)	02 (M)	Critical
5.	Dialysis	01	01 (F)	---	---	Critical
6.	Reception+ Registration	03	01(M)	01(M)	01(M)	Non critical
7.	New + Old OPDs	07	01(M) + 03(F)	02 (M) + 01 (F)	--	Non critical
	1st Floor					
8.	WARDS A1+B1+C1+D1+E1 & its related rooms	17	04 (M) + 04 (F)	03 (M) + 03 (F)	02 (M) + 01(F)	Non critical
	2nd Floor					
9.	E2+ L/R	03	01 (F)	01 (F)	01 (F)	Critical
10.	O.T.	06	02(M) + 01(F)	01 (M) + 01 (F)	01(M)	Critical
11.	ICU / NICU	06	01(M) + 01(F)	01(M) + 01(F)	01(M) + 01 (F)	Critical
12.	Store + Gen. Room	02	01(M)	01(M)	----	Non critical
13.	Outer Periphery	08	03 (M) +	03 (M)	02 (M)	Non critical
	Houseman	80	(F-15+M-20)= 35	29	16	
	Supervisor	04	02 (one M& one F)	01 (M)	01 (M)	

CONTRACTOR SIGN AND SEAL

PERFORMA FOR TECHNICAL BID

1.	Reference cost of tender form (copy of tender cost slip)	No.-----Date-----
2.	Reference of Earnest Money (Demand Draft amount of Rs. One Lakh	D.D. No. -----Date-----
3.	Registration certificate (enclosed the attested copy of registration Certificate)	No.-----Date----- From-----Date-----
4.	ISO 9001/2000 certification (Enclosed attested copy of ISO Certificate)	No.-----Date----- From-----Date-----
5.	EPF Registration Certificate (Enclosed Attested copy of EPF Registration Certificate)	No.-----Date----- From-----Date-----
6.	ESI Registration Certificate (Enclosed Attested copy of ESI Registration Certificate)	No. -----Date----- From-----Date-----
7.	Permanent Account Number issued by the Income Tax Department (Enclosed attested copy of PAN)	No. -----Date----- From-----Date-----
8.	Service Tax Registration Certificate (Enclosed attested copy of Service Tax Registration Certificate)	No. -----Date----- From-----Date-----
9.	Turnover of last 3 financial years (Enclosed attested copy of auditors report with balance sheet per year)	No.-----Date----- From-----Date----- From-----Date----- From-----Date-----
10.	Performance Certificates issued by the Managing Director/ authorities against the House Keeping work executed or in working in hospitals/corporate offices.	No. -----Date----- From-----Date----- From-----Date----- From-----Date-----

11.	Declaration of Latest Machine to be used for House Keeping work at HAHC Hospital. The machines will remain in the Hospitals in working conditions.	1..... 2..... 3..... 4..... 5.....
12.	Proof of providing services of last 05 Year's experience and proof of at least three House Keeping works of minimum amounting Rs. 20.00 lakh per month of each work (Enclosed copies of last three years) at Hospitals, Universities, reputed corporate offices & Govt. Organizations etc.	Name of organization From..... up to 1..... 2..... 3..... 4..... 5.....
12.	Firm should have registered in Delhi. Address of Registered office / corporate office.	Registered Office Address.....

CONTRACTORS SIGNAND SEAL

PERFORMA FOR FINANCIAL BID

I.....Proprietor/Partner/authorized person of M/s..... understand the work and terms & conditions as entered in the tender document and bound himself/themselves to abide the rule & regulation of Jamia Hamdard. The charges for the total House Keeping work as mentioned in the tender document shall be **on Sq. meter basis** that include all works, deployment of workers as mentioned in the tender document, payment of workers on minimum wages with E.S.I., P.F., weekly off, uniform, all taxes, other obligations under the law including the Disposal of garbage from the campus to out side and also segregation & disposal of bio medical waste as per rules of Delhi Pollution Control Committee laid down from time to time. The work shall be on all seven days of the week.

The supply of cleaning material of minimum amounting Rs.350,000 only as mentioned in the tender documents is also included in the quoted rates as under. The amount for cleaning of roads etc. is inclusive in the rates quoted for building work and no extra payment will be made.

I also indemnified the Jamia Hamdard for all liability like workers payment, E.S.I. P.F., Bonus & compensation and also other liabilities that arise in future.

The total rates for above said services shall be as under (that include all workers, material and all liabilities)

i) Total Non critical area approx. 6,474.00 Sq.mt.@ Rs. sq.mt./month

ii) Total Critical area approx. 6,911.00 Sq.mt.@ Rs.....sq.mt./month

iii) Total Net area approx. 13,385.00 sq.mt.

Total Amount. Rs.....per month

Total amount in words.....

CONTRACTOR SIGN AND SEAL