

**“Mechanized & Automated Cleaning of
Medical College and Nursing College
of
AIIMS RAIPUR”**

No	DME Stage	Date & Time
1.	NIT No.	ADMIN/Tender/ Mechanized & Automated Cleaning/1/2015
2.	NIT issue date	16/02/2015
3.	Pre Bid Meeting	04/03/2015 at 15:00 PM
4.	Last Date of submission	18/03/2015 at 03:00 PM



**All India Institute of Medical Sciences,
Tatibandh, Raipur – 492099, Chhattisgarh**
Tele: 0771- 2573777, email: admin@aiimsraipur.edu.in
Website: www.aiimsraipur.edu.in, www.tenders.gov.in

Chapter I- Instruction to bidders

“Mechanized & Automated Cleaning of Medical College & Nursing College of AIIMS RAIPUR”

NOTICE INVITING TENDER

For and on behalf of Director, AIIMS RAIPUR, Raipur, Store Officer invites sealed Open Tender on **“TWO BIDS (TECHNICAL & FINANCIAL) SYSTEM”** in prescribed tender forms from Specialized Firms/ Reputed contractors with adequate experience and financial capability who fulfill the eligibility & experience criteria for the under mentioned work separately for each Sub-Head.

“Mechanized & Automated Cleaning of Medical College & Nursing College of AIIMS RAIPUR”

S.NO.	NAME OF WORK	EARNEST MONEY
Sub-Head:1	“Mechanized & Automated Cleaning of Medical College & Nursing College of AIIMS RAIPUR”	₹ 1,38,000/-
Sub-Head:2	“Mechanized Automated cleaning of outer area of College, Hostel area i/c footpath, parks etc. & disposal of general garbage”	₹ 72,000/-
3.	Cost of Tender Form (Non-Refundable)	₹ 5,000/-
4.	E.M.D.VALIDITY	120 days from the date of Technical & Financial Bids Opening. In case EMD is in form of Bank Guarantee, the same should be valid for 165 days.
5.	Contract Period	12 Months

Special Note: - Date of Opening of Financial Bid to be intimated to the Technically Qualified Bidders later.

- Interested parties may send their tender in sealed cover addressed to the Store Officer, All India Institute of Medical Sciences, Tatibandh, Raipur superscripted with tender number and complete in all respects latest by **18/03/2015** up to 3:00 PM. The Technical Bid will be opened on the same day at 03.30 PM in the Committee Hall, Medical College Building, All India Institute of Medical Sciences, Raipur. The tenders received after the scheduled date and time will be rejected out rightly.
- The tender is in **two-bid** system i.e. Technical Bid & Financial Bid .The technical bid will be opened on the designated date by the Tender Opening Committee. The financial bid containing the rate of various item(s) will be opened on a suitable date, to be intimated later by the Purchase Committee in respect of those who qualify the terms and conditions of the technical bid.
- The bidder should seal the technical bid and the financial bid in separate covers superscribed **“Technical bid for Tender for Mechanized & Automated Cleaning Work “** and **“Financial Bid for Tender for Mechanized & Automated Cleaning Work ”**. Both Sealed Envelopes should be kept in a main/ bigger envelope super scribed as **“Tender for Mechanized & Automated Cleaning Work”**. The “Technical Bid” will be analyzed and ‘Financial Bid’ of only those firms who are found eligible in “Technical Bid” will be opened in due course and the eligible firms would be

intimated there of accordingly.

4. **The Director**, AIIMS RAIPUR reserves the right to reject any or all tenders without assigning any reasons whatsoever. Earlier Press Notice issued for this work may be treated as withdrawn/cancelled.
5. Tender document may be downloaded from this Institute's official website <http://www.aiimsraipur.edu.in> or www.tenders.gov.in and the tenderer shall deposit a separate Bank Draft/ Pay Order/ Banker's cheque in favour of "**All India Institute of Medical Sciences, Raipur**" worth **₹ 5,000/-** along with tender Document (Technical Bid). The tenders submitted without tender cost or without EMD shall be liable to be rejected summarily. The cost of the bid document is non-refundable.

**Store Officer
AIIMS Raipur**

Chapter-II- Conditions of Contract

General Terms and Conditions

1. General

- 1.0 Letter of transmittal and forms for deciding eligibility are given in Section III.
- 1.1 All Information called for in the enclosed forms should be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in a column, a “nil” or “no such case” entry should be made in that column. If any particulars/query is not applicable in case of the bidder, it should be stated as “**not applicable**”. The bidders are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bid being summarily disqualified. Bids made by telegram or telex and those received late will not be entertained.
- 1.2 The bid should be type-written. The bidder should sign each page of the application.
- 1.3 Overwriting should be avoided. Correction, if any, should be made by neatly crossing out, initialling, dating and rewriting. Pages of the eligibility criteria document are numbered. Additional sheets, if any added by the contractor, should also be numbered by him. They should be submitted as a package with signed letter of transmittal.
- 1.4 References, information and certificates from the respective clients certifying suitability, technical knowledge or capability of the bidder should be signed by an officer not below the rank of Executive Engineer or equivalent.
- 1.5 The bidder may furnish any additional information which he thinks is necessary to establish his capabilities to successfully complete the envisaged work. He is, however, advised not to furnish superfluous information. No information shall be entertained after submission of eligibility criteria document unless it is called for by the Employer.
- 1.6 Any information furnished by the bidder found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up of work in AIIMS RAIPUR.

2. Language of Tender / Contract

The language of the Tender shall be in English and all correspondence, drawings etc. shall conform to English language.

3. Clarifications by Tenderer

Intending Tenderer will be allowed to seek clarification in specifications, Conditions of Contract, etc. in writing to AIIMS,RAIPUR, Raipur within 48 hours after the pre-bid meeting, AIIMS,RAIPUR will communicate such clarifications to all the intending Tenderers who have purchased the Tender Document from the AIIMS,RAIPUR, in writing before submission of tender via postal service. AIIMS RAIPUR will no way be responsible for any postal delay. The decision given by Director regarding any clarification will be final.

4. Validity of Tenderer

The Tenders will be valid for a period of 120 days from the date of its opening and may further be extended if the tenderer is ready to extend the same on the same rates mentioned in his bid.

5. Earnest Money

The Tenderer shall deposit the amounts indicated in the Tender Notice as Earnest Money Deposit (EMD)., The Earnest Money shall be deposited in the form a DD/Payorder/FDR/BG in favour of "AIIMS,RAIPUR, Raipur" with the AIIMS,RAIPUR. The failure or omission to deposit the Earnest Money shall disqualify the Tender and the AIIMS RAIPUR shall exclude from its consideration such disqualified Tender(s). No interest shall be payable by the AIIMS RAIPUR in respect of such deposited Earnest Money.

If the AIIMS RAIPUR accepts the tender, the Earnest Money shall be appropriated towards Security Deposit payable by the Tenderer in accordance with the Conditions of Contract. Alternatively on payment of the required amount of the Performance Security, the Earnest Money shall be returned to the Tenderer.

6. Forfeiture of EMD

The Tenderer shall not revoke his Tender or vary its terms and conditions without the consent of the AIIMS, RAIPUR during the validity period of Tender, failing which the Earnest Money deposited by it shall stand forfeited to the AIIMS RAIPUR without prejudice to its other rights and remedies and the Tenderer shall be blacklisted to submit a Tender to the AIIMS RAIPUR for execution of any work during the next twenty-four (24) months effective from the date of such revocation.

If the successful tenderer does not pay the Performance Deposit in the prescribed time limit or fails to sign the agreement bond, The Earnest Money Deposit will be forfeited by the AIIMS RAIPUR.

7. Refund of Earnest Money

The Earnest Money of unsuccessful Tenderers shall be refunded after the successful Tenderer furnishes the required Performance Guarantee to the AIIMS RAIPUR and signs the Contract Agreement or within thirty (30) days of the expiry of validity period of Tenders, whichever is earlier or cancellation of tender after opening of tender.

8. Inspection of Site and Sufficiency of Tender

The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the Work/Service. The Tenderer shall be deemed to have satisfied itself before tendering as to correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the Works/Services. Where necessary, before submitting its Commercial Bid the Tenderer should inspect and examine the site and its surroundings and shall satisfy itself about form and nature of the Site, the quantities and nature of the Work/Service and materials necessary for the completion of the Works/Services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

9. Place of Submission of Tender

The Complete Tenders in the manner specified in the following paragraph will be received in any of the following offices / manner: Office of Administrative Officer, 2nd Floor, All India Institute of Medical Sciences, Raipur.

10. Evaluation criteria

The detailed submitted by the bidders will be evaluated in the following manner:

- 10.1 The initial criteria in respect of experience of similar class of works completed, bidding capacity and financial turn over etc. will first be scrutinized and the bidder's eligibility for the work is determined.
- 10.2 The bidders qualifying the initial criteria as set out will be evaluated for following criteria by scoring method on the basis of details furnished by them.

(a)	Financial strength (Form "A" & "B")	Maximum 20 marks
(b)	Experience in similar nature of work during last five years (Form "C"& "D")	Maximum 20 marks
(c)	Performance on works (Form "E")	Maximum 20 marks
(d)	Personnel Establishment and man power (Form "F" & "G")	Maximum 10 marks
(e)	Plant & Equipment (Form "H")	Maximum 10 marks
(f)	Certification as possession of the firm issued by National/ International bodies/Institution	Maximum 5 marks
(g)	Work plan/methodology (as per presentation)	Maximum 15 marks
	Total	100 Marks

- 10.4 To become eligible for short listing the bidder must secure **at least sixty percent marks** in aggregate. The department, however, reserves the right to restrict the list of such qualified contractors to any number deemed suitable by it.
- 10.5 Even though any bidder may satisfy the above requirements, he would be liable to disqualification if he has:
- (a) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document,
- (b) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weaknesses etc.
- (c) Form "A to H" is below.

11. Payments

The rates quoted shall be inclusive of work contract tax, Sales Tax, Cess, ESI, EPF, Octroi or any other duty or taxes levied by the Central or State Govt. or Local Body, except the Service Tax. **AIIMS Raipur is exempted from Service Tax.** The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, and shall hold well till completion of supply of the Services. Bills for Services supplied under this contract shall be prepared in triplicate & also submitted a score card of the month by the Contractor at the end of every month. The payment of bills and other claims arising out of the Contract will be made by Account Payee Cheque drawn in the name of the Contractor or through E.C.S. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS RAIPUR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

Note: - **AIIMS, Raipur is exempted from Service Tax**

12. Price Variations

The Sanitary staff will be considered under the Un-skilled category. Rates quoted by the firm will

include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R & A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes, service, services charges etc. of the agency. Minimum wages for all purposes of tendering and execution thereof shall be rates as notified by Regional Labour Commissioner Raipur. Revision of rates will be acceptable against submission of order/notification from time to time with authentic proof of having paid the same. Only basic rates difference applicable rates (Central as being followed) shall be payable as escalation, as per procedure below:

“The labour component of the per month payment to vendor shall be considered as 60% (sixty percent). The increase of minimum wages shall be worked out in percentage and same shall be payable on the labour component as defined above”. (For example if per month payment to vendor/contractor is ₹ 100.00 and minimum labour wages increase is 10% then the same shall be payable on ₹ 60.00 (60% of ₹ 100.00) i.e. ₹ 6.00 per month shall be payable to firm). Apart from this no other escalation on any component is payable whatsoever.”

This clause shall be operational for decrease in quoted/awarded amount on same analogy as above in case there is decrease in labour rates.

13. Penalties

- a. If the quality of work is found un- satisfactory or any such complaint in this regards is registered either by officer or the staff, a penalty of **₹ 1000/-** day for inside area of work place will be charged to the contractor per instance per day.
- b. It is mandatory that the supervisor should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 hours, failing which a penalty of **₹ 1000/-** per instance will be charged.
- c. If during inspection, the workers are not found in uniform, a penalty of **₹ 1000/-** per employee will be charged per instance per day.
- d. If the contractor fails to dispose the garbage in any day & any locations, the penalty shall be imposed @ **₹ 2000/-** per day/location and garbage may b e disposed off at his risk & cost at the direction of Store Officer.

14. Performance Security

The Contractor shall submit an irrevocable Performance security deposit **10% (Ten percent)** of the contract value amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and/or without prejudice to any other provision in the contract) within period specified in Tender document. This period can be further extended by the Director, AIIMS RAIPUR up to a maximum period of 15 (Fifteen) days on written request of the contractor stating the reason for delays in procuring the Performance security deposit. This security deposit shall be in the form of Bank/Banker's Cheque/Demand Draft/Bank Guarantee/ Fixed Deposit of any scheduled bank in accordance with the form annexed hereto.

The Performance security deposit shall be initially valid upto the stipulated date of completion plus **60 days** beyond that. In case the time for completion of work gets enlarged, the contractor shall get the validity of Performance security deposit extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the Competent Authority, the

Performance security shall be returned to the contractor, without any interest.

14.1 Forfeiture of Performance Security Deposit

If during the term of this Contract, the Contractor is in default of the due and faithful performance of its obligations under this Contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS RAIPUR shall without prejudice to its other rights and remedies hereunder or at the Applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing herein mentioned shall debar the AIIMS RAIPUR from recovering from Contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.

15. Corrupt or Fraudulent Practices

The AIIMS,RAIPUR requisite the contractors under this tender to observe the highest standards of ethics during the procurement and execution of such Contracts, in pursuance of this policy, the AIIMS,RAIPUR defines for the purposes of this provision, the terms set forth as follows:

- a) 'Corrupt practice' means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in Contract execution, and
- b) 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or a execution of a Contract to the detriment of the AIIMS RAIPUR, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the AIIMS RAIPUR of the benefits of the free and open competition.

The AIIMS RAIPUR will reject a proposal for award if it determines that the Contractor has engaged in corrupt or fraudulent practices in competing for the Contract in question. The AIIMS RAIPUR will hold the Contractor ineligible, either indefinitely or for a stated period of time, to be awarded a Contract if it at any time determines that the Contractor has engaged in corrupt and fraudulent practices in competing for, or in execution the Contractor.

16. Disputes & Arbitration

The AIIMS RAIPUR and the Contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If a dispute of any kind whatsoever that cannot be resolves the same shall be referred to the sole arbitration of the Director, AIIMS RAIPUR, it is also a term of this Contract that no person other than a person appointed by the Director, AIIMS RAIPUR as foresaid should act as an Arbitrator. As aforesaid the provisions of the Arbitration and conciliation Act 1996 or any statutory modification or reenactment there of and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

17. Mode of Serving Notice

Communications between Parties which are referred to in the Contract are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act.) Subject to as otherwise provide in this Contract all notices to be issued on behalf of the AIIMS RAIPUR and all other actions to be taken on its behalf may be given or taken by the Competent Authority. If sent by registered post to the last known place or abode or business of the Contractor, it shall be deemed to have been served on the date when in the ordinary course of post these would have been served

on or delivered to it.

18. Manner of Opening of Tender

The Tender received before the time and date specified in the Tender Notice will be opened as per the specified program in the office as mentioned in the Tender Notice (If Possible). The tenders will be opened in the presence of Tenderers or their authorized representatives who choose to remain present.

19. Process to be Confidential

Information relating to the examination, clarification, evaluation and comparison of Tenders and the award of a Contract shall not be disclosed to Tenderers or any other person not officially concerned with such process until the award to the successful Tenderer has been announced.

20. Preliminary Scrutiny

20.1 The AIIMS,RAIPUR will scrutinize the Tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the Tenders are generally in order. The AIIMS RAIPUR will also determine the substantial responsiveness of the Tender. For purpose of these clauses, a substantially responsive Tender is one that confirms to all the terms and conditions of the Tender Documents without material deviations. The AIIMS RAIPUR's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

20.2 A Tender determined as not substantially responsive will be rejected by the AIIMS RAIPUR and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS, RAIPUR may waive any minor infirmity or irregularity in a Tender which does not constitute a material deviation. This shall be binding on all Tenderers and the AIIMS RAIPUR reserves the right of such waivers.

21. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of Tenders, the AIIMS RAIPUR may, at its discretion, ask some or all Tenderer for technical clarification of their Tender. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the AIIMS RAIPUR, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarifications must be sent to the AIIMS RAIPUR by means of courier/in person/ if required AIIMS RAIPUR officials may visit the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check.

22. Licenses

Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the AIIMS,RAIPUR a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the Earnest Money is liable to be forfeited.

23. Rights of the AIIMS RAIPUR

23.1 The AIIMS RAIPUR reserves the right to suitably increase/ reduce the scope of work put to this

Tender. In case item rate contract, the AIIMS RAIPUR does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative.

23.2 In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, interpretation of the Clauses by the AIIMS RAIPUR shall be final and bindings on all Parties.

24. Contract Period

The Contract period shall commence on the date of Commencement and shall remains for **12 Months**. The period is further extendable for a maximum period of **Two Years** on the same terms and conditions.

25. Review & Termination

It may be noted that quality of Housekeeping service and operations as per Annexure-A-1, A-12, B1 and C1& C-9 are the essence of the Contract. If at any time it is seen that, a result of the poor quality of cleaning work continues for a period of 15 days, the contract may be terminated. AIIMS,RAIPUR,Raipur would periodically draw swab samples from the areas allotted to the contractor to check sterility & cleanliness.

26. Commencement of Services

26.1 Area of Operation

- a) AIIMS RAIPUR Medical & Nursing College as per attached schedule 1 to schedule 2
- b) The renderers are expected to cover the both inside & outside area Casualty, Internal Passages, Staircases, Lift lobbies, waiting area & Sanitary blocks including electrical fittings & windows of the medical and nursing college buildings
- c) Services offered: At AIIMS RAIPUR Medical & Nursing College (as per list attached), the contractor has to provide Mechanized Housekeeping Services on Day to day basis i.e for 365 days a year (24x7).

27. Hygiene Standards for the Staff

- a) The employees should be in proper uniform at the time of work.
- b) They should be presentable in appearance i.e well cut and groomed hair, properly combed, shaved etc.
- c) Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.
- d) To be maintained as defined at Annexure-`D`

28. Contractors responsibilities

28.1 Material cost & outgoing: The cost of all accommodation, material for housekeeping, labour wages, setting up the said infrastructure, recruitment of staff, maintenance of equipment, and any other expenses including fuels, any taxes, local or otherwise required by the Contractor for the purpose of this contract shall be borne by the Contractor.

28.2 The Operator shall employ skilled, semi-skilled and unskilled labour in sufficient numbers to carry

out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.

28.3 The Operator shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

29. Evaluation of Financial Bid

The financial bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation. The score of the technical evaluation shall be termed as S (T). In the second stage, the financial evaluation will be carried out as per this Clause. Each Financial Proposal will be assigned a financial score S (F).

For financial evaluation, the total cost indicated in the Financial Proposal, will be considered. Authority will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the work scope and terms of the contract, within the total quoted price shall be that of the bidder. The lowest financial proposal F (M) will be given a financial score S (F) of 100 points. The financial scores of other proposals will be computed as follows:

$$S(F) = 100 \times F(M)/F$$

(F = amount of Financial Proposal)

30. Combined and Final Evaluation

Proposals will finally be ranked according to their combined technical (S_T) and financial (S_F) scores as follows:

$S = S(T) \times T(W) + S(F) \times F(W)$ Where S is the combined score, and T(W) and F(W) are weights assigned to Technical Proposal and Financial Proposal that shall be 0.70 and 0.30 respectively.

The Selected Applicant shall be the first ranked Applicant (having the highest combined score). The second ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws, or fails to comply with the requirements specified for deposit of performance guarantee within stipulated period.

31. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

**Store Officer
AIIMS Raipur**

Score Report for Monthly Payment
ALL INDIA INSTITUTE OF MEDICAL SCIENCE, RAIPUR

Score Report for the Month of _____

Name of Work Place _____

S. No.	Date	Cleaning of Floor	Cleaning of Wall, Doors, Windows	Cleaning of Table, Beds, Instruments	Dress code / Attitude	Obeying of workers	Aggregated
Total		20	20	20	20	20	100
1	Day by day						
Total Score = AVERAGE score for the month / 30							

Note:-

- All unit of the Medical College and Nursing College Designated by Deputy Director (Admin) / Management will use the same score card.
- Average score of every unit same thus total average of all units will be taken as a find consideration.
- The outcome of the average percentages score will be considered as a figure / data for the find payment for that month.
- Suppose in a given month, total average score of all units derived as 80% then, the payment to successful bidder will be 80% of their quoted figure.

FORM 'A'

FINANCIAL INFORMATION

- I. Financial Analysis- Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

YEARS

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- (i) Gross Annual turnover on Mechanized & Automated Cleaning
(ii) Profit/Lost

II. Financial arrangements for carrying out the proposed work.

III. Solvency Certificate from Bankers of the bidder in the prescribed Form "B".

Signature of Chartered Accountant with Seal

Signature of Bidder(s)

FORM "B"

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s. Sh..... having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE:

- (1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.
(2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

FORM 'C'

DETAILS OF ALL WORKS OF SIMILAR CLASS COMPLETED DURING THE LAST FIVE YEARS

S. N o.	Name of work/Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of common cement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ arbitration cases pending/ in progress with details*	Name and address/teleph one one number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

*Indicate gross amount claimed and amount awarded by the Arbitrator.

Signature of Bidder(s)

FORM 'D'

PROJECTS UNDER EXEUTION OR AWARDED

S.N o.	Name of work/ Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of commenc ement as per contract	Stipulated date Of completio n	Actual date of complet ion	Litigation/ arbitration cases pending/ in progress with details*	Name and Address /telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Certified that the above list of work is complete and no work has been left out and that the information given is correct to my knowledge and belief.

Signature of Bidder(s)

FORM 'E'

PERFORMANCE REPORT OF WORKS REFERRED TO INFORMS "C" & "D"

1. Name of work/project & location

2. Agreement No.

3. Estimate cost

4. Contract cost

5. Date of start

6. Date of completion

(i) Stipulated date of completion

(ii) Actual date of completion

7. Amount of compensation levied for delayed completion, if any

8. Amount of reduced rate items, if any

9. Performance Report

(i) Quality of work	Very Good/Good/Fair/Poor
(ii) Financial soundness	Very Good/Good/Fair/Poor
(iii) Technical Proficiency	Very Good/Good/Fair/Poor
(iv) Resourcefulness	Very Good/Good/Fair/Poor
(v) General Behaviour	Very Good/Good/Fair/Poor

Dated:

Executive Engineer or Equivalent

Signature of Bidder(s)

FORM "F"

STRUCTURE & ORGANISATION

1. Name of address of the bidder
2. Telephone no. /Telex no. /Fax no.
3. Legal status of the bidder (attach copies of original document defining the legal status)
 - (a) An individual
 - (b) A proprietary firm
 - (c) A firm in partnership
 - (d) A limited company or Corporation
4. Particulars of registration with various Government Bodies (attach attested photocopy)

Organisation/Place of registration Registration No. 1.
5. Name and titles of Directors & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act for the organization
7. Was the bidder ever required to suspend construction for a period of more than six months continuously after the commenced the construction? If so, give the name of the project and reasons of suspension of work.
8. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the bidder or any constituent partner in case of partnership firm, ever been debarred/black listed for tendering in any organization at any time? If so, give details
10. Has the bidder or any constituent partner in case of partnership firm, ever been convicted by the court of law? If so, give details.
11. In which field of Civil Engineering construction the bidder has specialization and interest?
12. Any other information considered necessary but not included above.

Signature of Bidder(s)

FORM 'G'

DETAILS OF TECHNICAL, ADMINISTRATIVE PERSONNEL MAN POWER TO BE EMPLOYED FOR THE WORK

S.No.	Designation	Total Number	Number available for this work	Name	Qualifications	Professional experience and details of work carried out	How these would be involved In this work	Remarks
1	2	3	4	5	6	7	8	9

FORM 'H'

DETAILS OF MECHANIZED & AUTOMATED CLEANING AND EQUIPMENT LIKELY TO B E USED IN CARRYING OUT THE WORK

S.No.	Name of equipment	Nos.	Capacity or type	Age	Condition	Ownership Status			Current Value	Remarks supporting Bill/Voucher
						Presently owned	Leased	To be purchased		
1	2	3	4	5	6	7	8	9	10	11
1.	Automatic scrubber driver									
2.	Single Disc machine									
3.	High pressure machine									
4.	Water dry vaccum cleaner									
5.	Ride on road sweeper									
6.	Steam Cleaning machine									
7.	Ride on scrubber driver									

Important Points to be noted by the Tenderer

- a) On receipt of blank Tender form the Tenderer should ensure that no corrections or over writings or erasures are left for attestation by the competent authority of the AIIMS RAIPUR.
- c) The financial bid shall be inclusive of all taxes, octroi, Local taxes, etc. to be paid by the Tenderer for the Work/Service and any claim for extra payment on any such account shall not be entertained.
- c) No alterations or additions anywhere in the Tender Document are permitted. If any of these are found, the Tender may be summarily rejected.
- d) In case of a firm, each partner or power of attorney holder shall sign the tender and the signatures shall be attested as witness by a reputed person in the space provided for the purpose. The attested copies of power of attorney of person signing the tender shall be enclosed with The Tender. The power of attorney shall be signed by all partners. In case of Private limited /public limited companies, the power of attorney shall be supported by Board Resolution and appropriate and adequate evidence in support of the same shall be provided.
- e) All pages and pasted slips should be signed by the Tenderer. Corrections, if any, must be signed.
- f) The Tenderer shall submit the Tender which satisfies each and every condition laid down in this Tender Document, failing which the Tender will be liable to be rejected. Conditional Tenders will be rejected.
- g) **SHIFT & SHIFT TIMINGS: - 8.30 AM to 5.00 PM.**
- h) **JOINT VENTURE: - Joint venture not allowed.**

1. General Conditions

- 1.0 The work in general shall be carried out in accordance with the AIIMS RAIPUR specifications and as per directions of Sr. Sanitation officer/Engineer-in-charge/Medical Superintendent.
- 1.2 The work shall be carried out in the manner complying in all respects with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Hospital In-charge & nothing extra shall be paid on this account.
- 1.3 The contractor shall comply with proper & legal orders & direction of the local or public authority or municipality and abide by their rules & regulations & pay all fees & charges which may be liable.
- 1.4 The contractor shall give due notice to municipality, police and/or other authorities that may be required under the law/rules under force & obtain all requisites licenses for temporary obstructions/enclosures and pay all charges which may be leviable on account of his execution of the work under the agreement. Nothing extra shall be paid on this account.
- 1.5 No assistance of any kind including foreign exchange shall be made available by the department for the purchase of equipments, plants, machinery, materials of any kind or any other items required to be carried out in execution of work. Payment will be made in Indian currency only.
- 1.6 The contractor shall execute his work in such a manner that no damage is made to the existing structure, if any damage occurred it shall be made good by the contractor.
- 1.7 The contractor shall conduct his work so as not to interfere with or hinder the progress or completion of the work being performed by other contractor(s) or by the Office
- 1.8 charge & shall as far as possible arrange his work and shall place & dispose of the material being used or removed so as not to interfere with the operations of other contractors, or he shall arrange his work with that of the others in an acceptable & co-ordinate manner & shall perform it in proper sequence to the complete satisfaction of Office charge.
- 1.9 Contractor shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.
- 1.10 Speed & Quality of work is very important at AIIMS RAIPUR, Medical & Nursing College.
- 1.11 The contractor shall ensure quality work in planned and time bound manner. Any sub-standard material/ work beyond set out tolerance limits shall be summarily rejected by the Medical-in-charge.
- 1.12 All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document. Annexure- 'E'.
- 1.13 Department shall not be responsible for any loss of material used by the contractor at site.
- 1.14 After execution of work contractor shall store the cleaning Material & equipment in proper organized manner so as not to give any ill appearance to the College.

2. Special Conditions

- 2.1 The tenderer shall study carefully, the materials, chemicals, machines, equipments, schedule of quantities, the frequencies of different operations and conditions of specifications the tender documents to fully appreciate the scope of work before quoting his rates.
- 2.2 The Contractor should provide satisfactory evidence acceptable to the AIIMS RAIPUR to show that
 - (a) He is a reputed firm / contractor who regularly under takes the works of Mechanized Cleaning to the subject tender and has adequate technical knowledge and experience

- (b) He has an established proper supervisory control organization to ensure that there is adequate control at all stages of execution of the contract. He should give proper Quality assurance chart for the work.
- 2.3 The Cleaning work required at AIIMS RAIPUR Medical & Nursing College is a sensitive zone. The successful tenderer has to follow certain hospital rules in his day-to-day work.
- 2.4 The contractor shall have to clean the area as per minimum frequencies mentioned however, the cleaning shall have to be done more frequently if required for proper housekeeping upon the instructions of the medical college's Housekeeping-in-Charge, for which nothing extra shall be paid.
- 2.5 The tenderer whose tender is accepted shall follow housekeeping scope of work as mentioned in the tender, so as to help the AIIMS RAIPUR, Raipur officers to monitor and check that the housekeeping work is being done according to the schedule of frequencies mentioned.
- 2.6 The contractor shall work in close coordination with officials working in various rooms/halls, including staff of Medical College and Nursing College etc. and modify working schedule if required as per user's convenience. No claim whatsoever on this account shall be entrained.
- 2.7 The AIIMS RAIPUR, Raipur shall provide space for storage of machines, material and chemicals as per availability for which no rentals for space will be recoverable. However no extra payment shall be admissible for carriage/shifting etc.
- 2.8 The information & site data mentioned in the tender documents are being furnished for general information & guidance only. The Office In- charge in no case shall be held responsible for the accuracy thereof or any interpretations or conclusion drawn there from. He is expected to survey the site physically and access the site area and condition. The contractor shall verify such data to his entire satisfaction before quoting the rates.
- 2.9 No tools & plants including special T & P etc. shall be supplied by the department. The contractor will have to make his own arrangements at his own expense for all machines, chemicals, materials toiletries, consumables etc. However water and electricity required for cleaning will be provided free of cost by AIIMS RAIPUR.
- 2.10 Tendered rates shall be for completed work covering all operations as per Applicable Annexure A-I to A-13, materials, labour, carriage, machinery & equipment's, royalties fees, rent, excise duty, labour cess, custom duty, sales tax, etc. Sales tax on works contract tax (if any), Octroi, entry tax, wages, tools and plants transportation risks, overheads, general and special liabilities /obligations as mentioned and profits etc except Service Tax which shall be paid by the contractor to concern Department on demand and it will be reimbursed to him by the Engineer-in-charge after satisfying that it has been actually and genuinely paid by the contractor. Contractor shall pay necessary taxes, such as sales tax, Central excise duty, custom duty etc. as above to relevant authorities.
- 2.11 Materials and chemicals required shall have to be brought by the contractor on advance for each month at his own cost. It may be noted that the material and chemicals required shall have to be brought at site and shall be kept in the safe custody at designated place which will be allocated to the contractor at each hospital block free of cost.
- 2.12 All the materials/ chemicals / consumables brought to site shall be protected suitably duly Wrapped/packed& stored so as to avoid any damage during loading transportation/unloading &

handling due to weather conditions etc. at any stage.

- 2.13 The standard of sanitation/cleanliness shall always be to the satisfaction of the authorized representative of the Office In- charge. In case of default Office-in-Charge may get the improvement done at the cost of agency without any notice.
- 2.14 The contractor shall appoint exclusively for this work for each building depute one Supervisor with mobile phone and one Manager for all with mobile who shall coordinate with the Concerned authorities as & when needed.
- 2.15 The contractor shall arrange the necessary water supply fitting, flexible pipe etc. for taking water from the water taps provided in the building for the work of housekeeping at his own cost. However water will be supplied free of cost.
- 2.16 The tenderer should provide sufficient number of staff required for completion of the required scope of work. The staff in uniforms as approved by Office in- charge only shall be allowed for duty. The workers shall be supplied with sufficient sets of uniforms by the contractor so that they wear them at all time and keep them clean. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
- 2.17 The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to be rendered to AIIMS RAIPUR and shall comply with all relevant labour laws as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify AIIMS RAIPUR against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS RAIPUR may be party or involved as a result of the contractors failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 2.18 The tenderer should deploy sufficient number of machines as per requirement, for the scope of work mentioned in the tender document.
- 2.19 The tenderer should procure the required equipment/machines for housekeeping within fifteen days of issue of letter of intent (before the issue of award letter)
- 2.20 The cost of Machine maintenance will be borne by the contractor.
- 2.21 The chemicals should be Eco-friendly, Bio-degradable of international quality as mentioned in Annexure of the tender document.
- 2.22 The Bidder should submit detailed work plan building wise and floor wise suggesting the frequency of the servicing equipment to be deployed and indications for measuring performance. The work plan will include access in the building of both internal and external as per S.O.S as per Annexure enclosed.
- 2.23 There should not be any dust & dirt in and around the area assigned to the firm during the execution of work.
- 2.24 Every Supervisor deputed by the firm should maintain a register for keeping the daily record for cleaning & should take signature from the concerned department for their comments.
- 2.25 For any stolen, missing or defective items related to Civil, Electrical or A/C, machinery, equipments, computers etc. persons in charge of outsourced facility of respective area shall lodge

complaint with the concerned Engineering staff/section forgetting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.

3. Additional conditions

- 3.1 Detailed technical schedule for automated housekeeping along with the details of chemicals to be used (with specified brands & makes) as per enclosed list in tender form should be followed.
- 3.2 Materials and chemicals of approved quality as mentioned from M/S Eureka Forbes and / or M/s Johnson Diversey shall be used. Material / chemical required to be used marked by M/s Eureka Forbes or M/s Johnson Diversey charge. The consumption of material / chemicals shall be regulated as per manufacturer's specifications.
- 3.3 Machinery / equipment of Eureka Forbes and / or Johnson Diversey or any other equivalent make are to be used. Machines procured by agency are the property of the contractor and will be maintained by agency at his own cost.
- 3.4 For maintaining the machinery in running condition, the contractor shall carry out the AMC for the machines which he has procured for the purpose of carrying out the work from the manufactures of the machines or from a reputed agency. In case of out of order of machines alternate machines shall be made available in working conditions at site of work.
- 3.5 Utmost care shall be taken to keep the noise level to the barest minimum so that no disturbance as far as possible is caused to the students of the college. No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may permitted for storage subject to the compliance of all rules / instructions issued by the competent authorities and as per the direction of Medical- in- Charge.
- 3.6 In the event of any restriction being imposed by the security agency, AIIMS, RAIPUR, Corporation, Traffic or any other authority having jurisdiction in the area on the working or movement of labour/material, the contractor shall strictly follow such restrictions and nothing extra shall be payable to the contractor on this account.
- 3.7 Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties or are assigned to him/her. Medical certificate every six months shall be provided from the date of start of work.
- 3.8 Service provider shall make regular disbursement to the staff deployed in the Institute, every month through ECS or cheque in the presence of representative of the Institute. For said purpose all staff deployed should have a valid bank account.
- 3.9 **General Security restriction are given as under :**
 - (a) Labour huts/stay of workmen will not be allowed at site.
 - (b) After verification of antecedents, badges will be issued to them by the contractor under the seal of the Office In- charge or his representative. The cost of badges would be borne by the contractor.
 - (C) As and when there will be security requirements certain additional restriction can be imposed as per the requirement of the situation.
 - (d) The contractor shall be responsible for behaviour and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.

- 3.10 No payment shall be made for any damage caused by rain snowfall, flood or any other natural calamity, whatsoever during the execution of the work. The contractor shall be fully responsible for any damage to the Govt. Property and work for which the payment has been advanced to him under the contract and he shall make good the same at his risk and cost.
- 3.11 The tenderer shall visit the site & examine the availability of space in detail for execution of the work and deployment of machinery. For the meetings, cultural & political activities taking place in the campus, the contractor has to ensure that the above programmes/ activities are not hindered in any manner while executing the work.
- 3.12 No inflammable materials i/c POL shall generally be allowed to be stored at site. However reasonable quantity may be permitted for storage subject to the compliance of all rules/instructions issued by the Competent Authority and as per the direction of Engineer in charge.
- 3.13 The Contractor is to execute the different items of Housekeeping work for all floor for all heights & level for which nothing extra shall be paid over and above the quoted rates for different items as per schedule of quantities.
- 3.14 If any reason any area is whole or part of the work is not available for work, the agreed execution schedule shall be suitably modified. However under no circumstances the contractor shall be entitled to any claim of financial damages, whatsoever, on this ground and he shall reorganize his resources to suit the revised schedule within the stipulated time of completion.

Declaration by the Tenderer:

- 1) That I/we have carefully studied all the terms & conditions of NIT and shall abide by it.
- 2) That I/We shall supply the items of requisite quality.
- 3) That I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

Place:.....

Date:.....

(Signature of Tenderer with seal)

Name:

Address:

FORM - 1 - TECHNICAL INFORMATION AND UNDERTAKING

(Tenderer may use separate sheet wherever required)

(In separate sealed Cover-I super scribed as "Technical Bid")

S. N.	Description	Document Required	Document attached (Yes/No)	If yes, provide Reference page number in techno-commercial bid
1.	Name & Address of the tenderer with phone number, email, name and telephone / mobile	Mention in Letter Head		
2.	Please submit Form 'F'	With Supporting documents		
3.	Please submit Form 'A'	With Supporting documents		
4.	Please submit Form 'B'	With Supporting documents		
5.	Please submit Form 'C'	With Supporting documents		
6.	Please submit Form 'D'	With Supporting documents		
7.	Please submit Form 'E'	With Supporting documents		
8.	Please submit Form 'G'	With Supporting documents		
9.	Please submit Form 'H'	With Supporting documents		
10.	A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.	Undertaking authorization letter		
11.	Whether each page of NIT and its annexure have been signed and stamped			
12.	Permanent Account Number	Copy of the PAN Card		

S. N.	Description	Document Required	Document attached (Yes/No)	If yes, provide Reference page number in techno-commercial bid
13.	Please attach copy of last three years of Income Tax Return			
14.	Service Tax Registration Certificate	Please attach certificate copy		
15.	Please submit a notarised affidavit on Indian Non judicial stamp paper of Rs. 10/- that no case is pending with the police against the Proprietor/firm or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Please also declare that proprietor/firm has never been black listed by any organization.			
	Details of the Earnest Money Deposit (EMD)			
	₹ 1,38,000/-	FDR/DD/BG No: Date: Payable at		
	₹ 72,000/-	FDR/DD/BG No: Date: Payable at		
16.	Details of the cost of the Tender documents worth ₹ 5,000/- (Rupees Five Thousand Only)	FDR/DD/BG No: Date: Payable at		

Note:

- Page number/serial number may be given to each and every page of Tender Documents and photocopies of the attested documents attached. Mention Page number, wherever the copy (ies) of the document(s) is kept.
- In case of non-fulfilment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.

(Dated Signature of the Tenderer with stamp of firm)

ANNEXURE-A

SCOPE OF WORK

Mechanized & automated cleaning of

1. Low Risk areas

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A1
Frequency of cleaning will be as per cleaning schedule at Annexure- B1

2. Toilets Cleaning

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A2
Frequency of cleaning will be as per cleaning schedule at Annexure- B1

3. Corridor Cleaning

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A3
Frequency of cleaning will be as per cleaning schedule at Annexure- B1

4. Staircases

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-4
Frequency of cleaning will be as per cleaning schedule at Annexure-B1

5. Window Cleaning

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-5
Frequency of cleaning will be as per cleaning schedule at Annexure- B1

6. Consultant Room/Faculty Room i/c attached toilet

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-6
Frequency of cleaning will be as per cleaning schedule at Annexure- B1

7. OUTER AREA

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-7

13. STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREA

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-8

N.B: There shall be zero tolerance for dust and dirt in the Institute. The contractor is required to maintain very high standards of sanitation.

Annexure- A1

Standard operating procedure of cleaning of General/Low risk area.

**Objective: To clean and maintain general/Low risk areas as per highest cleaning standards.
Identified low risk areas.**

Public areas
Waiting areas
Corridors
Basement
Staircases

LIBRARY/STORE

ADMN. OFFICES

Outer Area, Parks, Lawns Road

Activity	Material Used	
Dusting	Damp Duster with 1% Bacillocid/2% R-2	
Hovering	Vacuum Cleaner	
Scrubbing	2%	R-2 & Spiral Hypo chloride/Mikrobac
Mopping	1%	Forte

Description:

1. Remove all garbage from the dustbins.
2. Dust the entire area with a damp cloth or when necessary with Bacillocid solution.
3. Vacuum cleans the entire area.
4. Mop the floor with 1% Hypo Chloride/Mikrobac Forte.
5. After each shift mops should be dip into 1% Sodium Hypo chlorite for re-use.
6. Scrubbing of the above mentioned areas to be done thoroughly every Weekly with 2% R-2 & Spiral solution.
7. Once a week area to be polish with terenova.
8. Polished area needs to be buffed on daily basis.
9. Curtain or divider should be washed /changed on weekly basis.
10. Through cleaning of the areas to be done once in a week.
11. Maintenances to be noted in checklist and fed in the computer on daily basis.

Annexure A2

Standard operating procedure of Corridor cleaning.

Objective: To clean corridor within the facility safely and with as little interference as possible with daily activities and to minimize the potential risk associated with wet floor.

Description:

1. Place "Wet floor" caution signs at both ends of corridor to alert staff and visitors to a potential risk.
2. Brush the floor with feather duster.
3. Check the cobwebs in and around the wall and pillars.
4. Wet mop all corridor, covering only half of the width at time. This allows safe foot traffic at all times.
5. Wet mop the remaining half of the corridor only when the first half has dried completely.
6. React to an emergency code in the area being cleaned by moving all equipment and supplies (except "Wet floor" signs, which should remain in place to mark potentially slippery areas) out of the main traffic area to avoid interfering with emergency personnel.

Annexure A3

Standard operating procedure of cleaning the STAIRCASES

Objective: To clean staircases with as little inconvenience to the users

Description:

1. Dusting of stair case railing.
2. Sweeping with feather brush/vacuum clean. Corners cleaning weekly.
3. Pay attention to hand marks, smudges, and snuffs on the railing and glass panels.
4. Finally mop the floors.
5. Report any maintenance requirement to the supervisor immediately.
6. Hourly mopping/touch up with hand mop to be given to maintain it.
7. Heavy cleaning and scrubbing should be carried out at night.
8. Check corner properly for the dirt.
9. Check for the cobwebs on regular basis.

Annexure A4

Standard operating procedure of WINDOW CLEANING

Object : To maintain a clean and smudge-free surface on interior and exterior glass and mosaic tiles (Excluding item covered in Item No. 3 of Schedule- 1).

Equipment:

1. R-3
2. SQUEEZEE WITH HANDLE
3. WINDOW CLEANER
4. SMALL PLASTIC BUCKET
5. CLEAN RAGS
6. SPONGE
7. GLASS SCRAPER
8. WINDOW BRUSH

Description:

1. Prepare window cleaning solution
2. Place widow brush into solution
3. Apply solution to window surface using's' strokes.
4. Use squeegee, staring at bottom corner and working upward along out side edge, across top, then downward using's' stroke.
5. Dry squeegee blade as needed with clean dry cloth
6. Remove any solution remaining on window frames or ledge with clean cloth.
7. Clean equipment and store properly.
8. Some areas may require the use of a glass scraper to remove tough stains.

Annexure A5

Standard Operating procedure of cleaning the CONSULTANT ROOM/FACULTY ROOM

Objective: To clean and service consultant room to provide the patient & consultant with clean, hygiene & aesthetically appealing room on check up.

1. Open the room
2. Open the blinds, Check cords / louvers etc.
3. Check the air conditioning, water supply, light, partition curtains etc.
4. Note down damage or missing items. Inform supervisor if anything misplaced, damaged or needing repair.
5. Remove garbage from garbage bins & change garbage bags.
6. Clean the room with feather brush and dustpan.
7. Make the examination bed with fresh stain free linen.
8. Dust items located on wall & high area clockwise and anti clock wise around the room. Items include: - picture frame, light fixture, & glass panes & ledge.
9. Check for the cobwebs in and around the wall and pillars.
10. Dust air conditioning vents with feather brush.
11. Dust the table beginning with top surfaces and working your way down to the base & legs.
12. Chairs / sofa repositioning.
13. Wipe down light switches & clean any smudges on surrounding wall areas.
14. If there is any stain on the wall please try to remove it if can be removed if not in form engineering for touch up.
15. Scrub floor with spiral and scrubbing machine.
16. Remove the water with wet vacuum.
17. Wash flask, tray, and glass.
18. Replace tissue box, Fill up the soap solution.
19. Mop the room with disinfectant.
20. Take one last look to see everything is in order, clock is working etc.
21. Spray a whiff of freshener and close the room door.
22. Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

Annexure A6

OPERATING PROCEDURE FOR TOILETS CLEANING

Objective: To provide clean, hygiene and bacteria free toilet to the patient and for our guests.

Material/Chemicals used

R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water). R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).

R-4 Furniture Maintainer (Ready to use product). R-5 Room Freshener (Ready to use product).

R-6 Toilet bowl/W.C. cleaner (Ready to use Product).

R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Liter of water). Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Liter of water). Toilet Brush

Scrubber/Scotch brite. Hand mop

Dusters Corner brush Soap solution

Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

Description:

Check all maintenance in washroom.

Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly.

Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely.

Scrub toilet bowl from inside and outside.

Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.

Scrub & Mop washroom floor from inside to outside.

Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener.

Sign on toilet check list bind main door.

Annexure- B

Standard operating procedure for cleaning the STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREA

Objective: To provide clean environment to the visitors, patients & out guests regularly.

Cleaning of fixed glass panes/ structural glazing/exterior mosaic tile area curtain glazing of desired area from out sides, using Spiderman method Including removal of bee hives if any once in a month and bird dropping etc. including cleaning on Polycarbonate sheds provided on all three ramps and other area at Trauma Centre.

1. dynamic rope

2. seat harness,
3. Gri Gri
4. Shunt
5. Suction pad,
6. Cleanser (all clean),
7. R3, bursh,
8. Wiper,
9. Scrapper,
10. Helment,
11. Bucket,
12. Duster

ANNEXURE-B1
CLEANING SCHEDULE

CORRIDOR

I	Mopping with dry mop	In continuation	Flat Mop	Safaikaramchari
II	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
III	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

Lobby

I	Wiping	In continuation	Duster	Safaikaramchari
II	Brushing with Dry Mop	In continuation	Flat Mop	Safaikaramchari
III	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
IV	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

MINIMAL RISK AREA

ADMINISTRATION RECORD ROOM / STORAGE ROOM / ENGINEERING OFFICE

I	Brushing	Once in a day it Starts from 7.30 Am As and When required	Feather Brush	Safaikaramchari
II	Moping with Wizard	Once in a day it Starts from 7.30 Am As and When required	Wizard	Safaikaramchari
III	Wiping	Once in a Day At 8.00 AM	Duster	Safaikaramchari

OUTSIDE AREA

I	Outside area Brushing	Cleaning starts From 7.30Am Onwards. As boy is already stationed there	Hard Broom	Safaikaramchari
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Dilution of Wizard in all areas = 40ml in 1 liter of water

Cleaning of spillage of Blood / Body fluids-

1. Use disposable Gloves
2. Cover area with 1% Sodium hypochlorite
3. Leave for 20 minutes
4. Collect residue with disposable paper. Wipe and discard in bag
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as Clinical waste.

Mops Cleaning – Detergent washes & dry. Buckets – Detergent wash & dry
(if contaminated 1% sodium hypochlorite overnight rinse & dry)

ANNEXURE C-1 & C-2

Annexure C-1

Subject: Cleaning of the water closet

Materials required:

1. R-6/Harpic
2. Vim powder(To be used as per the supervisor instructions)
3. Pine gold/Disinfectant
4. Dettol
5. Nylon scrubber
6. WC brush
7. Discard towels

Check For:

- (a) Continuous flow of water,
- (b) Flush timer,
- (c) Missing or broken shoes/buffers,
- (d) Stained/scratched/broken/cracked/WC or WC seat,
- (e) Leakages under WC.

Process:

1. Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes.
2. Scrub the seat and the seat cover with cleaning agent.
3. Wash it with water.
4. Using the WC scrub brush, thoroughly clean the WC and flush.

5. With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
6. Push out the water from the bowl and put pine gold in it.
7. Wipe the WC with clean discard.
8. Wipe the WC with dettol.
9. In case of any stubborn stains, report to the supervisors.
10. Do not use any hard abrasive on the WC.
11. Check under the grooves and rim of WC for sparkling cleanliness.

Annexure C-2

Subject: Cleaning of the Washbasin.

Materials required:

1. Cleaning agent-R-1
2. Nylon scrubber
3. Discard towel
4. Toothbrush

Procedure:

1. Check the washbasin for cracks, loose fitting.
2. With the scrubber and cleaning agent scrub the washbasin and counter taking care to scrub the rim and the drain corners properly with a toothbrush. Remove all the trays and other item from the counter before starting.
3. Take out the washbasin stopper and remove any hair sticking on the washbasin stopper jail.
4. With the help of a toothbrush, clean the plastic jail properly removing any slime or stains from it.
5. Rinse the cleaning agent properly from the basin and dry it with a dry discard.
6. With a wet discard, wipe the bottle trap to remove any dust or cobwebs from it.
7. Lastly, pour some pine gole into the drain so that the water in the bottle does not give any odor and the washbasin is properly sanitized.

Standards to be maintained

1. Washbasin should be sparkling clean.
2. Fitting should be shining after cleaning them with a mild-cleaning agent. There should be not watermarks.
3. Polish the fitting with chrome polish.
4. The bottle trap should be free of dust and cobwebs.
5. No hard abrasive to be used to prevent scratching.
6. In case of any stubborn stains, report to supervisor immediately

ANNEXURE C-3 & C-4
Annexure C-3

Subject: Cleaning of Marble surfaces/Granite/Tiles.

Materials required:

1. Mild cleaning agent.(Bath/Spiral Solution)
2. Scrubber
3. Clean discard

Procedure:

1. Scrub the surface with mild cleaning agent and a scrubber.
2. Rinse the surface thoroughly.
3. In case of excessive stains seek marble polisher's help.
4. For any stubborn white water marks on floor corners spray super gel and leave for 5 minutes and rinse with wet and dry the floor with the help of discard.
5. Once a week area needs to be polished with terenova.
6. Daily areas need to be buff.
7. Use only dry mops.

Annexure C-4

Subject: Cleaning of looking mirrors.

Material required:

1. Glass cleaner
2. Feather duster
3. Flannel cloth
4. R-3

Procedure

1. Dust the top of the glass with the feather duster to remove dust.
2. Neatly fold the glass cloth and spray glass cleaner on it and wipe the surface in a sideways motion or top to down.
3. Clean any oil stains or smudges on the mirror.
4. Finally, wipe with a lint free cloth.
5. The mirror should be sparkling after being cleaned.

ANNEXURE C-5 & C-6

Annexure C-5

Subject: Cleaning a glass window.

Materials required:

1. Glass cloth
2. Glass cleaner
3. Damp cloth should be lint free
4. 2" paint brush
5. Dust pan
6. Feather duster

Procedure

1. Check the cracks, loose glass.
2. Wipe the window glass and frame with a dry cloth of feather duster to remove loose dust.
3. Take a brush and clean the grooves.
4. Check the window or lock hinges. The latch should not be creaking.
5. Spray some glass cleaner onto a cloth and start wiping the outside of the window from top to downward.
6. Check the window for any stubborn stains.
7. Clean the glass from inside. Finally wipe with a yellow flannel cloth.
8. Check for any stains and fingerprints.

Annexure D

A. Personal Hygiene & Etiquette and Manners

Personal Hygiene

1. Staff must have bath daily.
2. Staffs to have regular haircuts and keep it clean. It should not appear greasy, oily or unclean.
3. Men must shave daily. Those sporting moustaches must keep them clean & trimmed. Moustaches must not be below upper lip.
4. Teeth must be brushed immediately before coming on duty. Do not eat onion or garlic or smoke before the beginning of the shifts. Please use a mouth wash.
5. Nails should be kept short & clean.
6. Hands must be free of stains and skins break. Cut & burns must be covered with the correct dressings and do not be left exposed. Wash hands with soaps after using toilet or after eating or handling refuse.
7. Uniforms should be clean, laundered & ironed. Change uniforms regularly. Change personal cloths every day. Uniforms should not be worn outside the working premises and when not on duty.
8. Shoes must be kept clean and free of stains. Shoes must be aired daily. Use socks that absorb moisture and change them every day. Telcum powder must be used in between toes to keep it from the smelling.
9. Adequate sleep and rest, maintaining healthy diet, with regular exercises will contribute in

enhancing our Alertness, our attentiveness and our overall personalities.

(a) Etiquette and Manners Talking to patients / Attendants

1. While talking to patient / attendant always smile.
2. Maintain interest & helpful expressions.
3. Always look into the eyes of the person, maintaining eye contacts.
4. Keep a distance of 2' while addressing them.
5. Speak softly & clearly in your natural tone without using unnecessary hand movements & facial expressions.
6. Maintain a very professional relationship with them & avoid getting personal.
7. Never speak poorly of any colleague or of the organization with them.
8. Do not bite nails or run hands through the hairs.
9. Do not touch the nose or eyes or ears or the face. Chewing gums or other eatables must not be in the mouth.
10. Cover your mouth with a handkerchief while coughing or sneezing.

(b) While standing in public areas

1. Stand erect, balancing the weight on both the feet and keeping the shoulders straight with the stomach in.
2. Hands should be kept on the side or behind. Hands must not be in the pockets or on the hips or folded across the chest.
3. Do not lean against a counter or against a wall or any other thing.
4. Maintain poise at all times.
5. Never move around in groups cause you are view in the Patient / attendant

(c) While Walking

1. Walk at even pace without making any sound of the footsteps or running.
2. Give patient / attendant way if approaching or if you are near door, then open the door for the patient / attendant.
3. Always walk on the left hand side.
4. Walk erect, maintaining poise at all the time.

(d) While talking to colleague

1. Speak softly & politely in patient floor / critical areas.
2. Do not use slangs or abusive language.
3. Be aware of telecoms while in floor / public areas.
4. Do not shout in to the phone.
5. Never keep the patient / attendant waiting to use a telephone.
6. Avoid personal calls at work.

ANNEXURE-E**LIST OF CHEMICALS REQUIRED FOR HOUSE KEEPING WORK****A) M/S JOHNSON AND DIVERSEY**

Sl.No.	Chemicals	Items to be cleaned
1.	R1	Bathroom Items
2.	R2	Rooms, Offices, Items, laminated furnitures, PC, marbles, granite floors
3.	R3	Glass surfaces
4.	R4 Shine UP	Wood polish furniture
5.	Good sense	Room air freshner (Spray)
6.	R6	WC Urnials
7.	R9	Bathroom cleaner (hard water)
8.	R20+	Floor stripers
9.	Complete	Kota, Vynil, Mosaic tiles- polish
10.	Nobile	Marble Floors-polishing
11.	Spiral	Kota and hard floor
12.	Snapback	Kota Vinyl, Mosaic tiles
13.	Lever Star	Hand disinfectant before/after going into critical areas
14.	Emerel	Restorative product for fixtures
15.	Lineo	Wooden polish
AND/OR		

B) M/S ECO LAB-HENKEL

Sl.No.	The following chemicals should be of Oasis Compac Range and these chemicals are to be dispensed through a sleek Oasis compact dispenser.	
1.	OC Bath room Cleaner	Bath Room fittings & fixtures
	OC Glass Cleaner	Glassess
	OC Air Fresh	Air-Feshner
	OC Neutral Cleaner	
	OC Counter Act	
2.	SIGLA	Floor mopping & scrubbing on daily basis.
3.	NETTOKLAR	Marble crystallization on as and when required basis.
4.	BENDUEOL	Stripping of floor
5.	POLLI	Regular buffing of Granite
6.	HELIOS	Stainless steel/chrome shining
7.	OPTI	Wooden furniture polish

Note:

- The consumption of various chemicals shall be regulated as per the manufactures specifications.
- The chemicals regarding toiletries etc. not mentioned above shall be from M/s Johnson and Diversey and for M/s ECO Lab-Henkel as approved by the Engineer-in-charge.

Annexure –F**LIST OF AREAS****1. Medical College Area**

S. No.	Area of the Building	No. of Toilets	Common Area	Carpet Area	Remarks
1	Lower Ground Floor	4 nos.	6597 sq.m.	3155 Sq.m.	Including Parking Area and excluding toilets area
2	Ground Floor	22 nos.	1315 sq. m.	8300 sq. m.	Including Ramps & Stair case and excluding toilets area
3	First Floor	22 nos.	1315 sq. m.	8300 sq. m.	Including Ramps & Stair case and excluding toilets area
4	Second Floor	22 nos.	1315 sq. m.	8300 sq. m.	Including Ramps & Stair case and excluding toilets area

2. Nursing College Area

S. No.	Area of the Building	No. of Toilets	Common Area	Carpet Area	Remarks
1	Ground Floor	6 Nos.	325 sq.m.	1000 sq.m.	1. Common Area calculated including Stair case and excluding toilets area 2. Carpet area calculated including Brick work/partition work.
2	First Floor	5 Nos.	325 sq.m.	825 sq.m.	1. Common Area calculated including Stair case and excluding toilets area
3	Second Floor	5 Nos.	660 sq.m.	450 sq.m.	2. Carpet area calculated including Brick work/partition work.
4	Third Floor	5 Nos.	200 sq.m.	405 sq.m.	1. Common Area calculated including Stair case and excluding toilets area
5	Terrace Area	Nil	660 sq.m.	Nil	Terrace area may be treated as outer area or roof of the building

FINANCIAL BID
for
Mechanized & Automated Cleaning of Medical College and Nursing College of AIIMS RAIPUR

A. Name of the Agency: - M/s.....

B. Address of the Firm:

.....

We wish to quote the following rates as asked below for providing services as per the scope of work as per Annexure.

Total Monthly Amount Schedule wise.

Schedule I	₹ _____/ Per Month
Schedule II	₹ _____/ Per Month
Total	₹ _____/ Per Month
(Total Amount in words)	

Total Yearly Amount Schedule wise.

Schedule I	₹ _____/ Per Month
Schedule II	₹ _____/ Per Month
Total	₹ _____/ Per Month
(Total Amount in words)	

We understand that the rates quoted by us include & indicate the following:-

1. All staff required for carrying out the above work, this is inclusive of all salaries as per minimum wages, bonuses, ESI, PF etc., Labour Cess & all other taxes & dues payable excluding the Service Tax & educational cess.
2. All cleaning material, Uniforms, Machines, consumables required to carry out the above work.

Note: The price bid should be provided separately in a sealed envelope clearly marked as 'FINANCIAL BID'. Under no circumstances should this be put in Technical Bid Envelope, else his tender will be summarily rejected. - The Tender being a composite tender, will be evaluated on the basis of total cost for all items mentioned in the price schedule- As per Annexure C-1 & total amount given above.

Authorized Signature(s)
& Seal of the Contractor.
Opened in my presence

NOTE: AIIMS,RAIPUR reserves its right to award the work to two bidders in proportions as may be decided by it, on quoted/negotiated rates worked out on pro rata system.

SCHEDULE I
SCHEDULE OF QUANTITIES

“Mechanized & Automated Cleaning of Medical college and Nursing College of AIIMS RAIPUR”

Item No.	Description of Item	Quantity	Unit	Rate/Unit		Amount
				Per Month		
				In Figures	In Words	
1.	Mechanized & Automated cleaning of different parts of Medical /Nursing college as per scope of work and operations described as per Annexure A1,A2,A3,A5 & B1 to C3 (The payment shall be made on basis of floor area)	43447.00 Sq.mt.	Per Sq.mt.			
2.	Mechanized & Automated cleaning of toilets in different parts of Medical /Nursing college as per operations described as per Annexure A-6, B1 & C1 to C-4 (The payment shall be made on the basis of number of toilets)	91 Nos.	Each			
3.	Cleaning of structural glazing / curtain glazing/ of desired area from out sides, using spiderman method including all material, tools and tackles like dynamic rope, seat harness, Gri Gri, shunt, suction pad, cleanser (all clean), R3, bursh, wiper, scrapper, Helment, Bucket, duster etc. all complete as per direction of AO Including removal of bee hives if any. as per scope of work and operations described as per Annexure A-4,A7,C5	20000.00 Sq.mt.	Each Month			
	Grand Total					

Note:

1. Minimum number of Sanitary Attendants to be deployed by Contractor on each day for Item No. 1 and 2 above shall be 35 (Twenty Five). Deployment of manpower will be as per direction of the user department. In case the Contractor fails to provide the services to the satisfaction of the department with the minimum number of manpower mentioned above, he will have to increase the manpower as per direction of the department and nothing extra will be paid on this account.
2. Schedule-1 & Schedule-2 used by manpower 35 only

(Dated Signature of the Tenderer with stamp of firm)

SCHEDULE II**SCHEDULE OF QUANTITIES**

“Mechanized & Automated Cleaning of Medical College and Nursing College of AIIMS RAIPUR

Item No.	Description of Item	Quantity	Unit	Rate		Amount
				Per Month		
				In Figures	In Words	
1.	Mechanized & Automated cleaning of outer area of Medical College & Nursing College, i/c footpath, Landscaping, Road and Open Area etc. As per scope of work and operations described as per Annexure B1, (The payment shall be made on the basis of road area)	20,000.00 Sq.Mt.	Per sqm			
2.	Disposal of general garbage (in black bags) by mechanical transport as approved by AIIMS RAIPUR dumping ground from the following locations daily as per directions of Sr. Sanitation Officer & Engineer in charge	1 month	Per month			
	i. Garbage collection point of Medical Collage (in black bags)					
	ii. Dustbin with one trip/truck load per day.					
	Grand Total					

Note:

1. Minimum number of Sanitary Attendants to be deployed by Contractor on each day for Item No. 1 and 2 above shall be 35 (Twenty Five). Deployment of manpower will be as per direction of the user department. In case the Contractor fails to provide the services to the satisfaction of the department with the minimum number of manpower mentioned above, he will have to increase the manpower as per direction of the department and nothing extra will be paid on this account.
2. Schedule-1 & Schedule-2 used by manpower 35 only.

(Dated Signature of the Tenderer with stamp of firm)