

**NIT**  
**ALL INDIA INSTITUTE OF MEDICAL SCIENCES RAIPUR**

**No. ADMIN/Tender/ Mechanized & Automated Cleaning/1/2013**

**NOTICE INVITING TENDER**

The Administrative Officer, AIIMS, Raipur, on behalf of Director, AIIMS, 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 fulfil the eligibility & experience criteria for the under mentioned work separately for each Sub-Head.

<b>S.NO.</b>	<b>NAME OF WORK</b>	<b>EARNEST MONEY</b>
1.	<b>"Mechanized &amp; Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur"</b>	
Sub-Head:1	"Mechanized & Automated Cleaning of Ward and Treatment Blocks, Raipur"	₹5.00 Lacs
Sub-Head:2	"Mechanized Automated cleaning of outer area of hospital, Hostel area i/c footpath, parks etc. & disposal of general garbage"	₹1.50 Lacs
2.	Cost of Tender Form (Non-Refundable)	₹5,000/-
3.	Contract Period	12 Months
4.	Date of Pre –Bid meeting	14-12-2013 at 11.00 AM
5.	<b>Last date of receipt of tender</b>	<b>30-12-2013 upto 3.00 PM</b>

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

**Note:-**

1. The details of tender terms & conditions are mentioned in Tender Form. The tender document can be downloaded from the AIIMS, Raipur website i.e. [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) as well as [www.tenders.gov.in](http://www.tenders.gov.in) and is to be submitted alongwith a Tender fees of ₹5,000/- in the form of Bank Draft/Bankers Cheque in favour of "AIIMS Raipur".
2. 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 Earlier Press Notice issued for this work may be treated as withdrawn/cancelled.
3. For detailed notice & Eligibility Criteria the Web sites [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) Or [www.tenders.gov.in](http://www.tenders.gov.in) may be seen.

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
RAIPUR-492099.**



***NAME OF WORK: “Mechanized & Automated  
Cleaning of Ward and Treatment Block of AIIMS,  
Raipur”***

**PART-I**

**TENDER DOCUMENT- TECHNICAL BID**

**Certified that Part-I (Technical Bid) Contain pages 1 to 14 only**

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
RAIPUR-492099.**

**NOTICE INVITING TENDER**

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

**Note:-**

- The details of tender terms & conditions are mentioned in Tender Form.  
The tender document can be downloaded from the AIIMS, Raipur website i.e. [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) as well as [www.tenders.gov.in](http://www.tenders.gov.in) and is to be submitted alongwith a Tender fees of ₹5,000/- in the form of Bank Draft/Bankers Cheque in favour of “AIIMS Raipur”.
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**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
PART-I (TECHNICAL BID)**

To  
M/S \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: Tender for “Mechanized” Housekeeping Services.**

**INVITATION TO BID**

Sealed Tenders are invited for “Mechanized & Automated Cleaning of Trauma Centre, AIIMS, Raipur” located at, Tatibandh, Raipur in the prescribed format as per the tender document. The details are given below:

S. NO.	NAME OF WORK	EARNEST MONEY
<b>“Mechanized &amp; Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur”</b>		
SH-1	<b>“Mechanized &amp; Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur”</b>	<b>₹ 5.00 Lacs</b>
SH-2	<b>“Mechanised &amp; Automated cleaning of outer area of hospital, Hostel area i/c footpath, parks etc. &amp; disposal of general garbage.</b>	<b>₹ 1.50 Lacs</b>
1	<b>TYPE OF TENDER</b>	Two Bid System (Technical and Financial)
2	<b>DATE OF PREBID MEETING FOR CLARIFICATION BY CONTRACTORS</b>	14-12-2013
3	<b>LAST DATE &amp; TIME OF SUBMISSION OF TENDER</b>	<b>30-12-2013 upto 3.00 PM</b>
4	<b>BID VALIDITY</b>	120 days from the date of Opening of Technical& Financial bids
5	<b>E.M.D.VALIDITY</b>	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.
6	<b>PERFORMANCE GUARANTEE</b>	10% of contract value
7	<b>Contract Duration</b>	12 months
8	<b>Number of days from the date of Issue of letter of acceptance for reckoning date of start</b>	30 days

**Note:**

- Contractors should take due care to submit tenders in accordance with the requirement in sealed covers.
- Offers sent without having the prescribed tender document or without complying with the terms and conditions of Tender document, will be ignored/rejected.

**Administrative Officer  
AIIMS Raipur**

**Detailed Tender Notice**

**1. Notice Inviting Tenders**

- 1.1 Sealed Tenders invited by and on behalf of Director, AIIMS from eligible Tenderers for the proposed work specified in the Schedule 'A'.

**2. Issue of Tender**

- 2.1 The details of tender terms & conditions are mentioned in Tender Form. The tender document can be downloaded from the AIIMS, Raipur website i.e. [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) as well as [www.tenders.gov.in](http://www.tenders.gov.in) and is to be submitted alongwith a Tender fees of ₹5,000/- in the form of Bank Draft/Bankers Cheque in favour of "AIIMS Raipur".

3. **Language of Tender / Contract** : The language of the Tender shall be in English and all correspondence, drawings etc. shall conform to English language.

**4. Clarifications by Tenderer :**

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

**5. Validity of Tenderers**

- 5.1 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.

**6. Earnest Money**

- 6.1 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 demand draft /pay order/FDR/Bank Guarantee in favour of "AIIMS, Raipur" with the AIIMS. The failure or omission to deposit the Earnest Money shall disqualify the Tender and the AIIMS shall exclude from its consideration such disqualified Tender(s). No interest shall be payable by the AIIMS in respect of such deposited Earnest Money. Bank Guarantee format is attached as Annexure-'G'.

- 6.2 If the AIIMS 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.

**7. Forfeiture of EMD**

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

7.2 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.

**8. Refund of Earnest Money**

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

**9. Cost of Tender**

9.1 The Tenderer shall bear all costs associated with the preparation and submission of its Tender. The AIIMS shall in no case be responsible or liable for these costs, regardless of the conduct or the out come of the Tendering Process.

**10. Eligible Tenderer**

Only those Tenderer who fulfill the eligibility criteria as mentioned in Tender Document are eligible to submit their Tenders for this work. The documents indicated against each of the eligibility criteria shall be required to be submitted along with the technical bid to establish the eligibility of the Tenderer. However all criteria mentioned in the Eligibility Criteria of the Tender Document over-rides all other criterions.

**11. Relationship with Official(s)**

The Tenderer shall not be associated presently or in the past with any of the office bearers of AIIMS, either directly or indirectly. The Tenderer shall furnish an affidavit on a Non-Judicial stamp paper of ₹100/-for the same. If any information so furnished shall be found to be untrue or false, the Tenderer shall be liable to be disqualified and the Earnest Money accompanying such Tender shall stand forfeited to the AIIMS. If the Information so furnished shall be found to be untrue or false during the currency of the contract, the Tenderer shall be held to be in default and the Contract if any awarded to it shall be liable to be terminated with its consequences.

**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.

**12. Place of Submission of Tender**

13.1 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, 2<sup>nd</sup> Floor, All India Institute of Medical Sciences, Raipur.

**13. Last Date for Submission**

14.1 Sealed Tenders shall be received at the address specified above not later than the time and date specified in the Tender Notice. In the event that the specified date for the submission of Tender is declared a holiday, the offers will be received up to the appointed time on the next working day.

14.2 The AIIMS may, at its discretion, extend this deadline for submission of Tenders by amending the Tender Documents, in which case all rights and obligations of the AIIMS and Tenderer will thereafter are subject to the deadline as extended.

14.3 Any Tender received by the AIIMS after the deadline for submission of Tender prescribed by the AIIMS, pursuant to the clause above, will be rejected and /or returned unopened to the Tenderer.

**15. Modifications and Withdrawal of Offers**

The Tenderer may modify or withdraw its Tender after its submission, provided that a written notice of modification or withdrawal is received by the AIIMS prior to the closing date and time prescribed for submission of Tender. No Tender can be modified by the Tenderer, subsequent to the closing date and time for submission of Tender.

**16. MANNER OF SUBMISSION OF TENDER (Two Bid system)**

Tenders should be submitted in TWO SEPARATE ENVELOPES. One envelope should contain the Technical documents & documents related to eligibility criteria duly super-scribed as "Technical Bid". Second envelope should contain the price details duly super-scribed as "Price Bid". All sealed super-scribed envelopes should be put in another sealed envelope duly super-scribed the name of work mentioned in tender notice, full name and address of Tenderer.

**16.1 The two envelopes shall contain the following:**

**Envelope No.1 (Technical Bid):**

*(Tenderer is advised to submit specifically only the required documents in the technical bid envelope as per the mentioned order, to enable a faster scrutiny. The purchased Blank Tender document to be attached with the bid.*

1. EMD
2. All documents required as per Eligibility Criteria (to be submitted in the same chronological order as asked in the Criteria )
3. All required annexure to be filled and submitted as asked in the tender document.
4. Work Plan.

The tenderer must attach a complete work plan indicating floor wise & shift wise deployment of staff & machines (type, brand etc.). The tenderer must also specify a frequency of different cleaning services e.g hourly, shift wise etc. After opening of the technical bid, these plans may be harmonized & the eligible tenderer may be asked the same. Bids submitted without the work plan would be rejected.

**Envelope No.2 (Financial Bid):**

This envelope shall only contain the Commercial Bid. The price bid should be filled as per original enclosed Schedule 1 to 2 and in which the bidder participation requiring should be typed or written in indelible ink in words and figures at appropriate places as.

**Rates**

Rate should be quoted inclusive of all State/Central/Local Government taxes, Labour Cess, duties and other expenses except the service tax which should be mentioned separately in percentage , as applicable on date, to carry out the scope of work as mentioned above.

Service Tax shall be paid by the contractor to concern Department on demand and it will be reimbursed to him after satisfying that it has been actually and genuinely paid by the contractor.



**SECTION II**  
**INFORMATION & INSTRUCTIONS FOR BIDDERS**

**Conditions of Contract**

**1.0 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, initialing, 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.

**2. DEFINITIONS :**

- 2.1 In this document the following words and expressions have the meaning hereby assigned to them.
- 2.2 Employer: Means the DIRECTOR, AIIMS, acting through the Administrative Officer.
- 2.3 “**Contractor**” shall mean the individuals of firm or company whether incorporated or not, undertaking the contract and shall include legal representatives of such individual or persons composing such firm or unincorporated company or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company . This shall be synonymous with term “ Tenderer” used in the Detailed Tender Notice and shall mean the successful “Tenderer”.
- 2.4 “Services” shall mean the services to be supplied to AIIMS by the Contractor as stated in the Contract and shall include installation and other services that are prescribed in the Tender document.
- 2.5 “**Contract**” shall mean and include the terms and conditions of contract, Letter of acceptance, the offer, the Agreement and mutually accepted conditions in the authorized correspondence exchanged with the offer by the AIIMS and any other document forming part of the contract.

- 2.6 “**Contract Amount**” shall mean the sum quoted by the Contractor in his offer and accepted by AIIMS.
- 2.7 “**Competent Officer**” shall mean any officer authorized by the AIIMS to act on behalf of the AIIMS.
- 2.8 “**AIIMS**” shall mean All India Institute of Medical Sciences, Raipur.
- 2.9 “**Director**” shall mean the Director of AIIMS, for the time being holding that office and also his successor and shall include any officer authorized by him.
- 2.10 “**Approved**” shall mean approved in writing including subsequent confirmation of previous verbal approval. “Approval” shall mean approval in writing including as aforesaid.
- 2.11 “**Specification**” means the specification referred to in the Tender and any modification thereof or addition or deduction thereto as may from time to time be furnished or approved in writing by the Competent Authority. In case where no particular specification is given, the relevant specification, where one exists, of the Bureau of Indian Standards shall apply.
- 2.12 “**Tender**” means the Contractor’s priced offer to the AIIMS for the Supply of the Services and remedying of any defects therein in accordance with the provisions of the Contract, the installation and services as accepted by the Letter of Acceptance.
- 2.13 “**Letter of Acceptance**” means the formal acceptance by the AIIMS.
- 2.14 “**Commencement Date**” means the date upon which the Contractor receives the notice to commence the supply of Services.
- 2.15 “**Time for completion**” means the time for completing the supply of services or any part thereof as any part there of as stated in the Contract calculated from the Commencement Date.
- 2.16 “**Annexure**” referred to in these conditions shall means the relevant annexure appended to the Contract.
- 2.17 ‘AO’ shall mean Administrative Officer, AIIMS.
- 2.18 “Years” means “Financial years” unless stated otherwise.

**4. METHOD OF APPLICATION:**

- 3.0 If the bidder is an individual, the application shall be signed by him above his full type written name and current address.
- 3.1 If the bidder is a proprietary firm, the application shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- 3.2 If the bidder is a firm in partnership, the application shall be signed by all the partners of the firm above their full typewritten names and current addresses, or alternatively, by a partner holding power of attorney for the firm. In the later case a certified copy of the partnership deed and current address of all the partners of the firm should accompany the application.
- 3.3 If the bidder is limited company or a corporation, the application shall be signed by a duly authorized person holding power of attorney for signing the application accompanied by a copy of the power of attorney. The bidder should also furnish a copy of the Memorandum of Articles of Association duly attested by a Public Notary.

**5. FINAL DECISION MAKING AUTHORITY:**

The employer reserves the right to accept or reject any bid and to annul the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders.

**5.0 PARTICULARS PROVISIONAL**

The particulars of the work given in Section I are provisional. They are liable to change and must be considered only as advance information to assist the bidder.

**6.0 BID OPENING & EVALUATION:-**

6.1 The authorized representatives of the Department will open the Prequalification/ Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.

6.2 The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

6.3 Conditional bids will also be summarily rejected.

6.4 Subsequently, the selected technical bids will be evaluated as per the methodology given below.

6.5 Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

**7.0 Eligibility and Experience Criteria**

Post qualification shall be done in the present bid. The tenders can be purchased by any individual/firm. However only those bidders who meet the eligibility/experience criterion shall be considered for evaluation of technical bid. The eligibility/experience criteria shall be as below. Tenderer shall submit documentary proof (In Technical Bid Envelope) of eligibility criteria, failing which the tender will be summarily rejected. Bids who do not qualify as per requirement of eligibility norms shall be considered non-responsive and shall be rejected without any further evaluation.

(7.1) The tenderer should have satisfactorily completed either three similar works each costing not less than ₹80.00 Lac (for Sub-head-1) and ₹24.00 Lac (for Sub-Head-2) in last 5 years Ending 31<sup>st</sup> March 2013.

**OR**

Two similar works in each costing not less than ₹1 Crore (for Sub-head-1) and ₹30.00 Lac (for Sub-Head-2) in last 5 years ending 31<sup>st</sup> March, 2013.

**OR**

One similar work each costing not less than ₹1.60 Crore (for Sub-head-1) and ₹48.00 Lac (for Sub-Head-2) in last 5 years Ending 31<sup>st</sup> March, 2013.

Tenderers have to produce supporting documents/certificates in the form of Completion certificates from the clients and copies of work orders for the subject work.

**Similar work shall mean “Mechanized” Cleaning in 160 or more bedded Hospitals/3-5 Star Hotels/International Airports under central government / autonomous body/ state government/reputed private organization, which shall include Mechanized & Automated cleaning of buildings. The value of executed works shall be brought to current costing level by enhancing the actual value of work done at simple rate of 7% per annum, calculated actual date of completion to last date of receipt of applications for tenders.**

- (7.2) The average annual turnover of the bidder in the last three financial years ending 31.3.2012 should be not less than ₹61.00 Lac (for Sub-head-1) and ₹18.00 Lac (for Sub-Head-2). The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover.
- (7.3) Should possess Machines equipments to be used in House Keeping work of book value of not less than costing not less than ₹31.00 Lac (for Sub-head-1) and ₹9.00 Lac (for Sub-Head-2) and submit the list of owned machine & equipment indicating the value of each item with supporting bill vouchers.
- (7.4) Bid should be complete and covering the entire scope of job and should confirm to the General and Special Conditions indicated in the bid documents. Incomplete and non- confirming bids will be rejected outright.
- (7.5) Should not have incurred loss in more than three years during the past Five years ending 31<sup>st</sup> March, 2012.
- (7.6) No Joint Venture/ Consortium is allowed to participate in the Tender Process and submit an undertaking on the letter head.
- (7.7) Should produce a Solvency Certificate from a reputed bank for an amount not less than ₹81.00 Lac (for Sub-head-1) and ₹24.00 Lac (for Sub-Head-2). Note. The Banker should be any of the Scheduled Bank as per RBI Act.
- (7.8) Bidders should have certificate issued by National/International accreditation bodies/Institutions.
- (7.9) Should possess valid ISO 9001 Certificate of Mechanized Housekeeping services.
- (7.10) Should not have been blacklisted by any Central/State/Govt agency and submit an undertaking on firm's letter head in this respect.
- (7.11) Tenderer should enclose Certified Copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached) if applicable.
- (7.12) Tenderer should submit Certified Copy of License from Labour Commissioner to Employ Contract labour under Contract Labour Act, if applicable.
- (7.13) Tenderer should submit Certified Copy of Income Tax, PAN Card No. of the Party/ Agency/ Organization to be enclosed. Also latest copy of Income tax return to be submitted.
- (7.14) Tenderer should submit Certified Copy of Service Tax Registration which should be in the Name of the Tenderer (Latest paid Challans to be submitted), if applicable.
- (7.15) Tenderer should submit a copy of TDS Certificate along with the Completion Certificate for the work done in Private/Non-Govt. Organization.
- (7.16) The tenderer must attach a complete work plan indicating floor wise & shift wise deployment of staff & machines (type, brand etc.). The tenderer must also specify a frequency of different cleaning services e.g hourly, shift wise etc. After opening of the technical bid, these plans may be harmonized & the eligible tenderer may be asked the same.
- (7.17) At the time of purchase of tender the tenderer shall have to furnish an affidavit on a Non-judicial stamp paper of ₹100/- as under:-
- i) I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis.

- ii) That Tenderer is not associated presently or was associated in the past with any of the office bearers of AIIMS either directly or indirectly.

Further that, if such a violation comes to the notice of department or any information furnished shall be found to be untrue or false at any stage, I/We shall be liable to be disqualified and the Earnest Money accompanying the tender shall stand forfeited to the AIIMS., then I/we shall be debarred for tendering in AIIMS contracts in future. Also, if such a violation comes to the notice of Institute after award of work to us, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit and Performance Guarantee.

**Note: Bidder can quote for one or more /all sub-heads subject to:-**

- (a) **The above criterion shall be applicable for each subhead & qualifying works quantum/value of machines & equipment/annual turnover/value of solvency certificate etc. of same sub-head shall be considered.**
- (b) **In case bidder wants to quote for both the sub-heads, the qualifying works quantum/value of machines & equipment/annual turnover/solvency etc. should be considered after adding the value of eligibility criteria for both the sub-heads.**

## **8.0 EVALUATION CRITERIA**

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

8.11 The initial criteria prescribed in para 7.1 to 7.16 above 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 be determined.

8.12 The bidders qualifying the initial criteria as set out in para 7.1 to 7.16 above 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
	<b>Total</b>	<b>100 Marks</b>

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.

8.2 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.

**9.0 FINANCIAL INFORMATION:** Bidder should furnish the following financial information: Annual financial statement for the last five year in (Form”A”) and solvency certificate in (Form”B”).

**10.0 EXPERIENCE IN WORKS HIGHLIGHTING EXPERIENCE IN SIMILAR WORKS**

10.1 Bidder should furnish the following:

- (a) List of all works of similar nature successfully completed during the last five years in (Form “C”).
- (b) List of the projects under execution of awarded in (Form “D”)

10.2 Particulars of completed works and performance of the bidder duly authenticated/certified by an officer not below the rank of Executive Engineer or equivalent should be furnished separately for each work completed or in progress in (Form “E”).

10.3 Information in (Form”D”) should be completed and no work should be left out.

**11.0 ORGANISATION INFORMATION:** Bidder is required to submit the information in respect of his organization in Forms “F” & “G”

**12. CLEANING MACHINE:** Bidder should furnish the list of Cleaning Machine and equipment to be used in carrying out the work. (in Form”H”) Details of any other plant & equipment required for the work not included inform”F” and available with the applicant may also be indicated.

**13. OPENING OF PRICE BID**

After evaluation of applications, a list of short listed agencied will be prepared. Thereafter the financial bids of only the qualified and technically acceptable bidders shall be opened at the notified time, date and place in the presence of the qualified bidders or their representatives.

**14. AWARD CRITERIA**

15.1 The employer reserves the right, without being liable for any damages or obligation to inform the bidder, to:

- (a) Amend the scope and value of contract to the bidder.
- (b) Reject any or all the applications without assigning any reason.

15.2 Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

**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 turn over 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)

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**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**

**ENDING LAST DAY OF THE MONTH 31.3.2012**

S. No.	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/telephone 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 EXECUTION OR AWARDED**

S.No.	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/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**

**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

Signature of Bidder (s)

FORM 'H'

DETAILS OF MECHANIZED & AUTOMATED CLEANING AND EQUIPMENT LIKELY TO BE 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									

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
TATIBANDH, RAIPUR-492099.**



**NAME OF WORK: “Mechanized & Automated Cleaning of  
Ward and Treatment Block of AIIMS,  
Raipur”**

**PART-II**

**TENDER DOCUMENT- FINANCIAL BID**

**Certified that Part-II (Financial Bid) Contain pages 1 to 46 only**

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
PART-II (FINANCIAL BID)**

To  
M/S \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: Tender for “ Mechanized” Housekeeping Services.**

**INVITATION TO BID**

Sealed Tenders in Duplicate are invited for of “ Mechanized” Housekeeping Services of , AIIMS located at, G.E. Road, Raipur in the prescribed format as per the tender document.

The details are given below:

S.NO.	NAME OF WORK	EARNEST MONEY
<b>“Mechanized &amp; Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur”</b>		
<b>SH-1</b>	<b>“Mechanized &amp; Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur”</b>	<b>₹ 5.00 Lacs</b>
<b>SH-2</b>	<b>“Mechanised &amp; Automated cleaning of outer area of hospital, Hostel area i/c footpath, parks etc. &amp; disposal of general garbage.</b>	<b>₹ 1.50 Lacs</b>
<b>1</b>	<b>TYPE OF TENDER</b>	Two Bid System (Technical and Financial)
<b>2</b>	<b>DATE OF PREBID MEETING FOR CLARIFICATION BY CONTRACTORS</b>	14-12-2013 at 11.00 AM
<b>3</b>	<b>LAST DATE &amp; TIME OF SUBMISSION OF TENDER</b>	<b>30-12-2013 upto 3.00 PM</b>
<b>4</b>	<b>DATE AND TIME OF OPENING OF TECHNICAL &amp; FINANCIAL BIDS</b>	<b>06-01-2014 upto 3.00 PM</b>
<b>5</b>	<b>BID VALIDITY</b>	120 days from the date of Opening of Technical& Financial bids
<b>6</b>	<b>E.M.D.VALIDITY</b>	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.
<b>7</b>	<b>PERFORMANCE GUARANTEE</b>	10% of contract value
<b>8</b>	<b>Contract Duration</b>	12 months
<b>9</b>	<b>Number of days from the date of Issue of letter of acceptance for reckoning date of start</b>	30 days

Note:

- Contractors should take due care to submit tenders in accordance with the requirement in sealed covers.
- Offers sent without having the prescribed tender document or without complying with the terms and conditions of Tender document, will be ignored/rejected.

**Administrative Officer  
AIIMS, Raipur**

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES  
TATIBANDH, RAIPUR-492099.**

**TENDER**

I/We have read and examined the Notice Inviting Tender, Specifications applicable, General Rules and Directions, Conditions of Contract, Clauses of Contract, Special Conditions & other documents and Rules referred in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for the work specified for the Director, AIIMS, within time specified in the tender document, Schedule of quantities and in accordance in all respects with the specifications and instructions of the Conditions of contract and with such materials as are provided for, by and in respects in accordance with, such conditions so far as applicable.

We agree to keep the tender open for 120 days from the due date of its opening and not to make any modifications in its terms and conditions.

A sum or Rs \_\_\_\_\_ has been deposited in of a Schedule Bank/Fixed Deposit Receipt of Schedule Bank/Demand Draft/Bank Guarantee of a Schedule Bank issued by a Schedule Bank as Earnest Money. If I/We fail to furnish the prescribed Performance Guarantee within prescribed period. I/We agree that the Director, AIIMS or his successor in office shall without prejudice to any other right or remedy available in law, be at liberty for forfeit the said Earnest Money and Performance Guarantee absolutely, otherwise the said Earnest Money shall be retained by him towards Security Deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered. Further I/We agree that in case of forfeiture of Earnest Money or both earnest Money & Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

I/We hereby declare that I /We shall treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived therefore to any person other than a person to whom I/we am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the Institute.

Dated.....

Witness:

Signature of Contractor

Address:

Postal Address

Occupation

**ACCEPTANCE**

The above tender (as modified by you as provided in the letters mentioned hereunder) is accepted by me for and on behalf of the Director, AIIMS for a Sum of ₹ \_\_\_\_\_  
(Rupees \_\_\_\_\_)

The letters referred to below shall form part of this contract Agreement:-

- (i)
- (ii)
- (iii)

**For & behalf of Director, AIIMS**

**Signatures** \_\_\_\_\_

**Designation** \_\_\_\_\_

**Dated** \_\_\_\_\_

**CLAUSES OF CONTRACT**

**1. PERFORMANCE GUARANTEE**

- (i) The Contractor shall submit an irrevocable Performance Guarantee of 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 upto a maximum period of 7 (seven) days on written request of the contractor stating the reason for delays in procuring the Performance Guarantee. This guarantee shall be in the form of Deposit at Call receipt of any scheduled Bank/Banker's Cheque/Demand Draft/Bank Gurantee of any scheduled bank in accordance with the form annexed hereto. In case a fixed deposit receipt of any Bank is furnished by the contractor to the Government as part of the Performance guarantee and the Bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to the Government to make good the deficit.
- (ii) The Performance Guarantee 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 Guarantee 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 guarantee shall be returned to the contractor, without any interest.
- (iii) In the event of the contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS.

**2. PARTIES TO THE CONTRACT:**

The parties to the Contract shall be the Contractor, whose offer is accepted by the AIIMS .The person signing the offer or any other document forming the part of Contract on behalf of other persons of a firm shall be deemed to have due authority to bind such person/s or the firm as the case may be in all matters pertaining to the Contract. If it is found that the person concerned has no such authority, the AIIMS may, without prejudice to any other Civil/criminal remedies, terminate the Contract and hold the signatory and/or the firm liable for all costs and damage for such termination.

**3. CONTRACT DOCUMENT.**

The several Contract documents forming the Contract shall be taken as mutually explained to one another, but in case of ambiguities or discrepancies the same shall be explained and harmonized by the Competent Authority who shall issue to the Contractor necessary instruction thereon and in such event unless otherwise provided in the contract the priority of the document forming the Contract shall be as follows.

- i) Contract Agreement.
- ii) Letter of Acceptance.
- iii) The conditions of Contract.
- iv) Detailed Tender Notice.
- v) Minutes of clarifications.
- vi) Any other correspondence exchanged between the parties in connection with the Contract.
- vii) The contractor's Offer.

**4. QUALITY OF SERVICES:**

All Services to be supplied by the contractor shall be in conformity with the specifications laid down in the Contract. The services supplied under the Contract must be of the highest quality and standard.

**5. INSPECTION OF SERVICES:**

The Competent Authority will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications. The Competent Authority shall be entitled at any time to inspect the services.

**6. PENALTIES**

- a. If the quality of work is found un- satisfactory or any such complaint in this regards is registered either by patients or the hospital 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 AO.

**7. 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. Service Tax shall be paid by the contractor to concern Department on demand and it will be reimbursed to him after satisfying that it has been actually and genuinely paid by the contractor. 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 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 is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

**7.1 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.

**8. ASSIGNMENT OF CONTRACT, ALTERATION IN FIRM :**

Except where otherwise provided by the Contract, the Contractor shall not subcontract any part of the Contract without the prior consent of the Director.

**9. CORRUPT OR FRAUDULENT PRACTICES:**

The AIIMS 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 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, 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 of the benefits of the free and open competition.

The AIIMS 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 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.

#### **10. EARNEST MONEY:**

The Earnest Money Deposit shall be in the form of Bankers Cheque/draft/fixed deposit receipt/Bank Guarantee drawn in the name of "AIIMS, Raipur", payable at Raipur. The same should be valid for 120 days beyond the date of opening (165 days in case of Bank Guarantee) of the techno commercial bid. The earnest money shall be refunded to unsuccessful bidders within 30 days of award of work or at end of validity of the bid.

#### **11. 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 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 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.

#### **12. DISPUTES & ARBITRATION :**

The AIIMS 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 resolve the same shall be referred to the sole arbitration of the Director, AIIMS, it is also a term of this Contract that no person other than a person appointed by the Director, AIIMS as foreshaid 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.

#### **13. 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 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.

#### **14. PUBLICITY :**

Any publicity by the Contractor in which the name of the AIIMS is to be used should be done only with the explicit written permission of the AIIMS.

#### **15. GOVERNING LANGUAGE:**

Governing language for the entire contract and communications thereof shall be in English only.

**16. LAW :**

The Contract shall be governed and construed in accordance with the law in India.

**17. LEGAL JURISDICTION:**

No Legal suit or other proceedings relating to performance or breach of Contract shall be filed or taken by the Contractor in any Court of Law except principal court of Ordinary Civil Jurisdiction at Raipur which shall have exclusive jurisdiction to the exclusion of any outside court.

**18. STAMP DUTY :**

The Contractor shall bear and pay any stamp duty and registration charges of the Contract.

**19. JOINT VENTURE :** Joint venture not allowed.

**20. SHIFT & SHIFT TIMINGS:**

1<sup>st</sup> Shift : 6.30 am to 3.00 pm.  
2<sup>nd</sup> Shift : 3.00 pm to 11.30 pm.  
3<sup>rd</sup> Shift : 11.30 pm to 6.30 am.  
General Shift : 9.30 am to 6.00 pm.

**21. 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.
- 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) No page shall be added or removed from the set of Tender Document.
- g) 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.

**22. 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.

**23. 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.

**24. Preliminary Scrutiny**

24.1 The AIIMS 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 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's determination of an Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

24.2 A Tender determined as not substantially responsive will be rejected by the AIIMS and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS 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 reserves the right of such waivers.

**25. Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of Tenders, the AIIMS 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, 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 by means of courier/in person/ if required AIIMS officials may visit the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check.

**26. Opening of Financial Bids**

The AIIMS shall notify the date of opening of the Financial Bids to all the bidders who qualify in the technical bids. On such notified date, the Envelope No. 2 of only the technically qualifying Tenderer will be opened and the rates in Scheduled 'B' and schedule 1 to schedule 5 shall then be read out.

**27. Acceptance of Tender**

Acceptance of Tender on behalf of the AIIMS shall be done by the Director. The AIIMS is not bound to accept the lowest or any of the Tender. The AIIMS reserves the right to reject any or all Tenders received without assigning any reason whatsoever.

**28. Intimation to Successful Tenderers**

The acceptance of Tender may be communicated to the successful Tenderer in writing or otherwise either by the Tender opening authority or any authority in the AIIMS.

**29. Execution of Contract Document**

29.1 The successful Tenderer after furnishing the Initial Performance Security, is required to execute an Agreement in duplicate in the form attached with the Tender Documents on a stamp paper of proper value. The proper value at present is ₹100/- The Agreement should be signed within 15 days from the date of acceptance of the Tender. The Contract will be governed by the Contract Agreement, the Conditions of the Contract (CoC) and other documents as specified in the CoC.

29.2 It shall be incumbent on the successful Tenderer to pay stamp duty for the Contract Agreement, as applicable on the date of the execution.

**30. Licenses**

Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of the AIIMS 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.

**31. Rights of the AIIMS**

- 31.1 The AIIMS reserves the right to suitably increase/ reduce the scope of work put to this Tender. In case item rate contract, the AIIMS 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.
- 31.2 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 shall be final and bindings on all Parties.

**32. Contract Period**

The Contract period shall commence on the date of Commencement and shall remains for one year. The period is further extendable for a maximum period of 2 years on the same terms and conditions.

**33. 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 housekeeping continues for a period of 15 days, the contract may be terminated. AIIMS would periodically draw swab samples from the areas allotted to the contractor to check sterility & cleanliness.

**34. COMMENCEMENT OF SERVICES**

**34.1 Area of Operation**

- 34.1.1 At AIIMS Raipur Hospitals as per attached schedule 1 to schedule 2
- 34.1.2 The tenderers are expected to cover the both inside & outside area Wards, ICU,CCU, NCCU, Operation Theatres, OPDs, Casualty, Internal Passages, Staircases, Lift lobbies, Waiting area & Sanitary blocks including electrical fittings & windows of the hospital buildings
- 34.2 Services offered : At AIIMS Hospitals (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)..

**35. 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`

**36. CONTRACTORS RESPONSIBILITIES**

- 36.1 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.
- 36.2 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.
- 36.3 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.

**37. CONTRACT PRICE**

- 37.1 The Contractor shall be paid the Contract Price every month. The Contract Price shall cover all expenditure incurred on staff, establishment, maintenance and repairs, spares and consumables, and any other expenses.
- 37.2 The rates agreed between the AIIMS and the Contractor is inclusive of all charges & taxes except the service tax which should be mentioned separately in the monthly RA bill.
- 37.3 The Contractor shall pay all the Taxes directly to respective organizations and to the Government of India. The AIIMS shall not take any responsibility for any kind of Tax payment to the Government or quasi-Government bodies at any point of time.
- 37.4 All charges on account of Octroi, Cess, terminal or sales tax and other duties on material obtained for the Services from any source including the tax applicable as per Delhi Sales Tax Act in the goods involved in the execution of the Services, etc. shall be borne by the Contractor.

**38. 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 fulfill 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)

**39. Combined and Final Evaluation**

Proposals will finally be ranked according to their combined technical (S<sub>T</sub>) and financial (S<sub>F</sub>) 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.

**1.0 General Conditions**

- 1.1 The work in general shall be carried out in accordance with the AIIMS 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 Hospital In-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 Hospital In- charge.
- 1.8 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.
- 1.9 Speed & Quality of work is very important at AIIMS Hospitals.
- 1.10 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 Hospital-in-charge.
- 1.11 All the materials and chemicals required for purpose of cleaning should be of reputed brand as mentioned in the tender document. Annexure-`E`.
- 1.12 Department shall not be responsible for any loss of material used by the contractor at site.
- 2 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 Hospital.

## 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 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 Hospitals 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 Hospital'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 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 Hospital etc. and modify working schedule if required as per users convenience. No claim whatsoever on this account shall be entreated.
- 2.7 The AIIMS 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 Hospital-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.
- 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 Hospital-in-Charge. In case of default Hospital-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 Hospital-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 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 against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS 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 manufacturers 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 patients of the hospital. 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 Hospital- in- Charge.
- 3.6 In the event of any restriction being imposed by the security agency, AIIMS, 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 hospital – 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 behavior 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 House keeping 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.

**SCOPE OF WORK**

Mechanized & automated cleaning of

**1. High 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

**1. Low Risk areas**

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

**2. Dirty Utility Room**

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

**3. Toilets Cleaning**

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-11 Frequency of cleaning will be as per cleaning schedule at Annexure- B1

**4. Corridor Cleaning**

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. Elevator 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. Staircases**

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. Window Cleaning**

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-7 Frequency of cleaning will be as per cleaning schedule at Annexure- B1

**8. 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-8 Frequency of cleaning will be as per cleaning schedule at Annexure- B1

**9. Operation Room/OT**

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-9 Frequency of cleaning will be as per cleaning schedule at Annexure- B1

**10. ICU's**

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-10 Frequency of cleaning will be as per cleaning schedule at Annexure- B1

**11. OUTER AREA**

Cleaning is to be as per standard procedure of the specific area/facility as at Annexure-A-12

**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-13

**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.**

**Standard Operating procedure of high risk area**

**Objective: To clean and maintain sterile areas as per highest cleaning standards.**

**Identified sterile areas.**

- (OTs/ICU/CSSD ETC. ) [EXCLUDING OPERATION AREA]
- Pre/Post operative units.
- Main Emergency.
- ALL WARDS/In-patient rooms.
- ISOLATION WARDS
- Path Labs./Micro-biology/Blood Bank.
- I.C.U.s
- I.C.U.s
- Recovery Units.
- Mortuary, Forensic.

**Activity**

- Dusting of All Areas
- Scrubbing
- Spray & Shield Areas
- Mopping
- Disinfection
- Mattress Disinfection
- Cleaning of sputam mug & urine pot

**Chemicals used**

Bacilloid Solution/Hypo chlorite  
2% Hypochlorite Solution/Mikrobac Forte & R-2  
1% Bacilloid  
Mikrobac Forte/Hypo chlorite  
2% Bacilloid  
Bacilloid Solution

**Description:**

1. Remove all soiled Linen and garbage.
2. Check for cobwebs.
3. Possibly remove or keep aside machines and instruments.
4. Dust the entire area.
5. Scrub thoroughly with Mikrobac Forte/1% hypo choride solution/R-2.
6. Disinfect the entire area including walls, floor, tiles and skirting with steam cleaner.
7. Arrange the machine and instrument in their respective places.
8. Re-dust the area again with bacilloid solution.
9. Every week all sterile and sub sterile areas are thoroughly washed and scrubbed with hypo chloride solution/R-2 to ensure a completely disinfected area.
10. Change the mop if you can after using it with each individual. You can use old OT Sheets.
11. Dip used mops in 2% sodium hypochlorite for half an hour.
12. Maintenances to be checked and fed in the computer on daily basis.
13. Curtain or divider should be washed and change weekly.
14. In case, of infected case discard towel or O.T. sheet can be used and thrown.

**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  
Elevators  
LIBRARY/STORE  
HOSTELS  
ADMN. OFFICES  
KITCHEN & Dietetics Department  
Outer Area, Parks, Lawns Road

<b>Activity</b>	<b>Material Used</b>
Dusting	Damp Duster with 1% Bacillocid/2% R-2
Hovering	Vacuum Cleaner
Scrubbing	2% R-2 & Spiral
Mopping	1% Hypo chloride/Mikrobac 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-A-3**

**Standard operating procedure of setting of Dirty Utility Room.**

**Objective: To set up and maintain hygiene standards in Dirty Utility Room.**

<b><u>PUNCTURE PROOF CONTAINER</u></b>	<b><u>BLUE</u></b>	<b><u>YELLOW</u></b>
SHARPS, Used,Blades Needles, Scalpels, Broken Glass etc.	Infected, Non-Infected Plastic, IV Sets ,Gloves, Tubing's, Micro-biological Waste, Catheters Urine/Stool, Container, Urobags, Vacutainers etc.	ANATOMICAL & PATHO-LOGICAL waste, Cotton Gauze, Linen, Contaminated with blood or other body Fluide: Cytosix drugs.

**Description:**

1. Three different bins (Yellow,Blue,Black) lined with colour-coded bags are used for the segregation of wastes depending on the type of waste generated in an area. The bags to be arranged by the contractor.
2. The garbage bags from areas of generation will be brought to the dirty utility room.
3. The smaller tied bags brought from the areas will be placed in the respective garbage bins in the dirty utility rooms.
4. At the end of every shift, garbage will be brought down from all the dirty utility rooms to the garbage collection area.
5. The dirty utility room is disintectant/scrubbed clean and the dustbins are damp dusted with Hypochlorite/2% Bacilloid.
6. While getting the garbage downstairs, make sure there is no spillage.
7. Gloves & masks are necessary to be worn while disposing garbage.
8. Make sure you place the garbage collection area on the ground floor according to the color-coding.
9. During the night shift, dirty utility room bins are washed, dried and relined with bags.

**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.

**Standard operating procedure for Elevator Cleaning**

**Objective: To clean elevator cars, tracks, interiors and exterior of doors safety with as little inconvenience to the passengers.**

**Material required**

- Step ladder
- Rags
- Dust Mop
- Bucket with wringer
- Wet Mop
- Disinfectant detergent
- Hand vacuum
- D-7/Steel polish
- Small brush
- Rubber gloves

**Description:**

1. Take the elevator to a non-patient, non-public floor for cleaning and turn off with key.
2. Mix Disinfectant detergent in pail and bucket.
3. Remove the light diffusers carefully & clean with damp cloth soaked in disinfectant detergent. Wipe dry to prevent streaking and replace.
4. Dust mop the floor.
5. Vacuum the tracks with vacuum equipped with crevice tool.
6. Spray D-7 into the stainless walls if wall are stainless, rinsing thoroughly with warm water, then apply very thin coat of baby oil and buff it properly.
7. Clean channel on regular basis.
8. Weekly cleaning with cleaning kit as per standard practice.

**SCHEDULE FOR CLEANING ELEVATORS**

9:00 A.M.	10:00 P.M.	11:00 A.M.
2:00 P.M.	12 MIDDAY	1:00 P.M.
5:00 P.M.	3:00 P.M.	4:00 P.M.



**Annexure A-6**

**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 A-7**

**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.
-

**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 A-9**

**Standard operating procedure of cleaning of OPERATION ROOM/OT**

**Objective :** To prepare the Operating room for surgery.

**Description:-**

1. Basic principles of septic techniques dictate the procedures that are carried out immediately after completion of a surgery. The OTs is always kept clean & sterile.
  2. The following housekeeping duties should be done at least one hour before scheduled incision time.
  3. Removable tables and equipments to be kept outside the room.
  4. Damp dust tops and rims of autoclave, washer sterilizer and counter top in sub sterile room adjacent to the operation theatre.
  5. Wash the tiles / floor with sodium hypo chloride / Bacillocid solution.
  6. After the room is clean - let the surface dry.
  7. Mop the floor with disinfectant 2% Mikrobac forte solution.
  8. After each case O.T should be cleaned with 2% Bacillocid Solution and keep ready for next case.
  9. At the end of the day O.T should be cleaned thoroughly for next day with Bacciollocid solution.
  10. Bio-Medical waste to be removed after each case.
- 

**Annexure A-10**

**Standard operating procedure of ICU's**

**Objective :** To keep the area hygienically clean, spic & span and see high service standards round the clock.

**Description:-**

1. Remove the soiled linen and garbage.
  2. Damp dust the entire area with 2 % bacillocid solution.
  3. Vacuum clean the entire area especially the corners, crevices, door edges, a/c grills, ducts, etc.
  4. Spot cleaning for removal of stains.
  5. Wet mop entire floor with Mikrobac Forte solution
  6. Maintenance to be checked and followed up for rectification and pending jobs.
  7. Floor should be free of dust / Dirt / and stain.
  8. Workstation should be free of dust.
  9. Ceiling lights / A.C grills should be free of dust / insects and should be correct form the maintenance points of view.
  10. Dustbins should be cleared as and when required.
  11. Floor scrubbing should be done once a week as per the schedule / as and when required.
  12. Garbage should be cleared at the end of each shift.
  13. In case of infected case mops needs to be thrown. Can use old towel as mop.
  14. Check for the cobwebs on regular basis.
-

**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 A-12**

**Standard operating procedure for cleaning the OUTER AREA.**

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

**regularly. Description:**

1. Outer area should be cleaned thoroughly at night.
  2. Pick up the things littered around the hospital premises in the morning.
  3. Brooming of heavy traffic area includes emergency, IPD, OPD & front area have to be done first.
  4. Brooming of courtyard, cascade area & back area of hospital to be done afterwards.
  5. Once area is thoroughly cleaned, touch ups to be given to the heavy traffic areas till evening.
  6. Every Sunday thorough cleaning of cascade, courtyard & fountain area to be done.
  7. Once a month total areas should be washed properly.
  8. Check for cobwebs on wall and pillars of outer areas on regular basis.
  9. Area should be brush abled thrice a day.
- 

**Annexure A-13**

**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

## CLEANING SCHEDULE

**VERY HIGH RISK AREA**

S.No.	Activity	Frequency	Agents Used	Responsibility
<b>1 -- OT AREA / LABOUR ROOM</b>				
I	Garbage Removal from OT to DU and from DU to Central Garbage Room	After every Case	As per the BMW guidelines	Safaikaramchari
II	Feather Brushing	After every case	Feather Brush	Safaikaramchari
III	1 <sup>st</sup> Mopping	Before start 1 <sup>st</sup> patient & after every case	Wizard	Safaikaramchari
IV	2 <sup>nd</sup> Mopping	Before start of 1st patient & after every case	1% Sodium Hypo chlorite	Safaikaramchari

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V	Garbage removal from the DU to Central Garbage Room	12:30pm and 3.30pm and as when require	As per BMW guidelines	Safaikaramchari
VI	Brushing in the OT corridor	In Continuation	Flat Mop	Safaikaramchari
VII	Wiping of doors and windows in OT Corridor	After every 1 hr	Duster	Safaikaramchari
VIII	Mopping with Wizard in OT corridor	After every 1 hr	Wizard	Safaikaramchari
IX	Mopping with Sodium Hypochlorite n OT corridor	After every 4 hr	1% Sodium Hypochlorite	Safaikaramchari

<b>2 - ICU, CCU, ICCU, NICU, PICU</b>				
I	Removal of Garbage	8.00am, 12:30pm and 3.30pm	As per the BMW guidelines	Safaikaramchari

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II	Brushing	Thrice in a day 08.00am, 12.30noon, 03.30pm	Feather Brush	Safaikaramchari
III	Wiping	After every 1 hr	Duster	Safaikaramchari
IV	Mopping with wizard	After every 1 hr	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 4 hrs & As and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washroom cleaning with Wizard	Cleaning after every half an hr	Wizard	Safaikaramchari
VII	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 4 hr & As and when required	1% Sodium Hypochlorite	Safaikaramchari

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<b>HIGH RISK AREA</b>				
<b>3 -- EMERGENCY</b>				
I	Removal of Garbage from patient side to DU and from DU to Central Garbage Area	8.00 am, 12.30pm and 3.30pm	As per the BMW guidelines	Safaikaramchari
II	Brushing	Thrice in a day 9.00am, 3.00pm, 9.00pm	Feather Brush	Safaikaramchari
III	Wiping	After every 2 hrs as and when required	Dusters	Safaikaramchari
IV	Mopping with wizard	After every 2 hrs as and when required	Wizard	Safaikaramchari

V	Mopping with Sodium Hypochlorite	After every 6 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washroom cleaning with Wizard	Cleaning after every half an hr.	Wizard	Safaikaramchari
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VII	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 6 hrs As and when required	1% Sodium Hypochlorite	Safaikaramchari
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**4- CSSD AND MICROBIOLOGY**

I	Removal of Garbage from the area to Central Garbage Area	Twice in a day 12.30 pm and 3.30 pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	Thrice in a day 9.00am, 3.00pm, as and when required	Feather Brush	Safaikaramchari
III	Wiping	After every 2 hrs	Dusters	Safaikaramchari
IV	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari

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V	Mopping with Sodium Hypochlorite	After every 6 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari
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MODERATE RISK AREA				
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**5- IPD ROOMS/WARDS**

I	Removal of Garbage from patient room to DU and from DU to central Garbage area as per the timings of disposal	Thrice in a day from DU 9.00am, 12.30pm and 3.30 pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	Twice in a day 7.30am and 4.00pm as and when required	Feather Brush	Safaikaramchari
III	Wiping	Twice in a day 1 <sup>st</sup> from 7.30am and 2 <sup>nd</sup> from 4.00pm as and when required	Dusters	Safaikaramchari
IV	Mopping with wizard	Twice in a day 1 <sup>st</sup> from 7.30am and 2 <sup>nd</sup> from 4.00pm as and when required	Wizard	Safaikaramchari

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V	Mopping with Sodium Hypochlorite	Twice in a day 1 <sup>st</sup> from 11.00am and 2 <sup>nd</sup> from 6.00pm as and when required	1% Sodium Hypochlorite	Safaikaramchari
VI	Washing cleaning	Three times in a day 1 <sup>st</sup> start from 7.30am 2 <sup>nd</sup> from 11.00am 3 <sup>rd</sup> from 4.00pm as and when required	Wizard and 1% Sodium Hypochlorite	Safaikaramchari
VII	Brushing in the Corridor in Moderate area	In continuation	Flat Mop	Safaikaramchari
VIII	Wiping in the corridor area	Twice in a day it starts from 7.30am onwards	Dusters	Safaikaramchari

IX	Mopping with wizard in Corridor	In continuation	Wizard	Safaikaramchari
X	Mopping with Sodium Hypochlorite in Corridor	After every 8 hrs	1% Sodium Hypochlorite	Safaikaramchari

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After 7.30pm in the Evening Housekeeping services will be provided on call. If there is request from the attendant, Patient and from Nursing

**6- CAFETERIA**

I	Removal of Garbage to central Garbage Room	Twice in a day 12.30pm and 3.30 pm	Black Garbage bag	Safaikaramchari
II	Brushing	Thrice in a day 8.00am, 12.00pm and 3.30pm and after every meal	Flat Mop and Feather Brush	Safaikaramchari
III	Wiping	Thrice in a day 8.00am, 12.00pm and 4.00pm and after every meal	Duster	Safaikaramchari
IV	Mopping with wizard	After every three hrs and after every meal as and when required	Wizard	Safaikaramchari

**7- PATHOLOGY LAB**

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I	Removal of Garbage from Area to DU from DU to Central Garbage Area	Thrice in a day 9.00am, 12.30pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
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II	Wiping/Brushing	Thrice in a day 8.00am and 4.00pm and as and when required	Duster	Safaikaramchari
III	Mopping with wizard	After every three hrs as and when required	Wizard	Safaikaramchari
IV	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

**8 - DIAGNOSTIC AREA**

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I	Removal of Garbage from Area to DU from DU to Central Garbage room	Twice in a day from Central Garbage Area 12.30 pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Wiping	Twice in a day 8.00am and 3.00pm as and when required	Duster	Safaikaramchari
III	Brushing	Twice in a day 8.00am and 3.00pm as and when required	Feather Brush	Safaikaramchari
IV	Mopping with wizard	After every 3 hrs as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

**9 - PUBLIC AREA WASHROOM**

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I	Cleaning with Wizard	Cleaning will be done after half an hr and boy will be stationed there	Wizard	Safaikaramchari
II	Washroom Cleaning with Sodium Hypochlorite	Cleaning will be done after every 8 hrs as and when required.	1% Sodium Hypochlorite	Safaikaramchari
<b>10 - CORRIDOR</b>				
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
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<b>11- LOBBY</b>				
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
<b>12 - OPD AREA</b>				
I	Removal of Garbage from area to Central Garbage Area	Twice in a day 12.30 pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
II	Brushing	In continuation	Feather Brush	Safaikaramchari

	NABH Policy	CLEANING SCHEDULE
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III	Wiping	Twice in a day 7.30am and 3.00pm as and when required	Duster	Safaikaramchari
IV	Mopping with wizard	Twice in a day 7.30am and 3.00pm as and when required	Wizard	Safaikaramchari
V	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Safaikaramchari

**13 - PHARMACY**

	Removal of Garbage from area to Central Garbage Area	Thrice in a day 9.00am,12.30pm and 3.30pm as and when required	As per the BMW guidelines	Safaikaramchari
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	NABH Policy	CLEANING SCHEDULE
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	Brushing	Twice in a day 9.00am and 3.00pm As and when required	Feather Brush	Safaikaramchari
	Wiping	Twice in a day 9.00am and 3.00pm As and when required	Duster	Safaikaramchari
	Mopping with Wizard	After every 3 Hrs As and When required	Wizard	Safaikaramchari
	Mopping with Sodium Hypo Chlorite	After every 8 Hrs As and When required	Sodium Hypochlorite	Safaikaramchari

<b>14- PROCEDURE / TREATMENT ROOM</b>				
	Removal Garbage From Area to Central Garbage Area	Thrice in a day Starts from 9.00am, 12.30pm and 3.00pm As and when Required	As per the BMW Guidelines	Safaikaramchari
		NABH Policy	CLEANING SCHEDULE	
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	Brushing	Twice in a day Starts from 9.00am,12.30pm and 3.00pm As and when required	Feather Brush	Safaikaramchari
	Wiping	Twice in a day 8.00am and 3.00pm As and when required	Dusters	Safaikaramchari
	Mopping with Wizard	After every 3 Hrs As and When required	Wizard	Safaikaramchari
	Mopping with Sodium Hypo Chlorite	After every 6 Hrs As and When required	1% Sodium Hypochlorite	Safaikaramchari

**MINIMAL RISK AREA**

**16—ADMINISTRATION RECORD ROOM / STORAGE ROOM / ENGINEERING OFFICE**

	Brushing	Once in a day it Starts from 7.30 Am As and When required	Feather Brush	Safaikaramchari
	Moping with Wizard	Once in a day it Starts from 7.30 Am As and When required	Wizard	Safaikaramchari
		NABH Policy	CLEANING SCHEDULE	
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	Wiping	Once in a Day At 8.00 AM	Duster	Safaikaramchari
17 -- OUTSIDE AREA				
	Outside area Brushing	Cleaning starts From 7.30Am Onwards. As boy is already stationed there	Hard Broom	Safaikaramchari
<p>Dilution of Wizard in all areas = 40ml in 1 liter of water</p> <p>Cleaning of spillage of Blood / Body fluids-</p> <ol style="list-style-type: none"> <li>1. Use disposable Gloves</li> <li>2. Cover area with 1% Sodium hypochlorite</li> <li>3. Leave for 20 minutes</li> <li>4. Collect residue with disposable paper. Wipe and discard in bag</li> <li>5. Wash surface with detergent and dry.</li> <li>6. All waste, gloves, wipe, discard, seal and dispose as Clinical waste.</li> </ol> <p>Mops Cleaning – Detergent wash &amp; dry. Buckets – Detergent wash &amp; dry (if contaminated 1% sodium hypochlorite overnight rinse &amp; dry)</p>				

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.

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**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 Chrome fittings**

**Materials required**

1. Cleaning agent-R-1 D-7
2. Discard
3. Toothbrush
4. Sponge
5. Chrome polish

**Procedure**

1. Clean the surface with a cleaning agent and a sponge.
2. Rinse thoroughly
3. Wipe dry with a towel discard.
4. Apply chrome and shine.

**Standards to be maintained**

1. Check for any loose screws, corroded or tarnished fittings, leakage, bends and dents, rust, salt deposition, detached chains.
  2. All fixtures should be free of dust and depositions.
  3. They should be chromed as and when needed, it tarnished.
  4. If polish is not available use Vim to shine.
-

**ANNEXURE C-7 & C-8**

**Annexure C-7**

**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 side ways 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-8**

**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.
-

**Subject: Cleaning of Telephones.**

**Material required:**

1. Dettol
2. Cleaning agent
3. Discards
4. Toothbrush

**Procedure**

1. Check the telephone for loose wires, clarity of voice, proper functioning of the buttons, proper dial tone etc.
2. Clean the telephone with the help of a tooth brush and the cleaning agent.
3. Clean the hand set, around the buttons, grooves and the corners and telephone cradle.
4. The telephone should be cleaned patiently as it takes a long time to remove accumulated dirt from the grooves of the telephone.
5. The wire should also be cleaned with a wet cloth starting from the end pulling to the other end. If the wire is too dirty or has carbon stains it should be washed after soaking it in mild detergent for a few minutes.
6. Lastly disinfect the mouthpiece with a fresh dettol duster.

**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.

## 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
		<b>AND/OR</b>

## 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.	<ul style="list-style-type: none"> <li>• OC Bath room Cleaner</li> <li>• OC Glass Cleaner</li> <li>• OC Air Fresh</li> <li>• OC Neutral Cleaner</li> <li>• OC Counter Act</li> </ul>	Bath Room fittings & fixtures Glassess Air-Feshner
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:**

1. The consumption of various chemicals shall be regulated as per the manufactures specifications.
2. 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.

LIST OF AREAS

Name of Building	Floor area (ex. Common area and toilet) in Sqm	Floor area of common area in Sqm	Number of Toilets (WCs)
Trauma	4600	1550	43
Ayush+PMR	2750	2830	60
Hospital (A block LG+G+3)	3400	1100	58
Service Bldgs (Work shop, BMW, AC Plant, MRS, SS-2, laundry)	3624	200	16
Area of Road, Footpath, park open area	25000 sqm		

**FORM OF PERFORMANCE SECURITY (GUARANTEE)  
BANK GUARANTEE BOND**

In consideration of the Director AIIMS (hereinafter called " AIIMS ") having offered to accept the terms and conditions of the proposed Agreement between .....and ..... (hereinafter called "the said contractors") for the work ..... (hereafter called "the said Agreement") having agreed to production of a irrevocable Bank Guarantee for ₹ ..... (Rupees.....) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement ,

- 1) We ..... (hereinafter referred to as "the Bank") hereby undertake to pay to (indicate the name of the Bank) AIIMS an amount not exceeding ₹ ..... (Rupees..... only) on demand by the Government.
- 2) We ..... do hereby undertake to pay the amounts due and payable under (indicate the name of the Bank) this Guarantee without any demure, merely on a demand from AIIMS stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹ .....(Rupees.....only).
- 3) We, the said bank further undertake to pay to AIIMS any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the contractor(s) shall have no claim against us for making such payment.

- 4) We ..... further agree that the guarantee herein contained shall remain (indicate the name of the Bank) in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AIIMS under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineer-in-Charge on behalf of AIIMS certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.
- 5) We ..... further agree with AIIMS that AIIMS shall (indicate the name of the Bank) have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor (s) and to for bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or fore any forbearance, act of omission on the part of AIIMS or any indulgence by AIIMS to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- 6) This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
- 7) We ..... lastly undertake not to revoke this guarantee except with the (indicate the name of the Bank) previous consent of the Government in writing.
- 8) This guarantee shall be valid upto ..... Unless extended on demand by AIIMS. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to ₹ ..... (₹ .....only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the ..... day of ..... for  
..... (indicate the name of bank)

## SCHEDULE 'B'

**PRICE BID for  
Mechanized Housekeeping services, covering all materials, staff, Officers & labour at , AIIMS,  
Raipur, as per list attached.**

**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-'A'**

**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)	

**Percentage of Service Tax/surcharge applicable as on date : .....% \***

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.\* Service Tax 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.
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 'PRICE 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 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.



**ABSTRACT OF COST**

**NAME OF WORK:** Mechanized & Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur

S.NO.	NAME OF WORK	EARNEST MONEY
<b>“Mechanized &amp; Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur”</b>		
SH-1	<b>“Mechanized &amp; Automated Cleaning of Ward and Treatment Block of , AIIMS, Raipur”</b>	<b>₹ 5.00 Lacs</b>
SH-2	<b>“Mechanised &amp; Automated cleaning of outer area of hospital, Hostel area i/c footpath, parks etc. &amp; disposal of general garbage.</b>	<b>₹ 1.50 Lacs</b>

NIT is approved.

**ADMINISTRATIVE OFFICER  
AIIMS, RAIPUR**

**SCHEDULE OF QUANTITIES****SH-1 “Mechanized & Automated Cleaning of Ward and Treatment Block of AIIMS, Raipur”**

Item No.	Description of Item	Quantity	Unit	Rate/Unit Per Month		Amount
				In Figures	In Words	
1	Mechanized & Automated cleaning of different parts of Hospital as per scope of work and operations described as per Annexure A-1 to A10, B1 & C-2 to C-9 (The payment shall be made on basis of floor area)	14374.00 Sqm.	Per Sqm			
2	Mechanized & Automated cleaning of toilets in different parts of Hospital as per operations described as per Annexure A-11, B1 & C1 to C-8 (The payment shall be made on the basis of number of toilets)	177 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-13	25000 Sqm	Each month			
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 145 (one hundred and forty 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. Forty three toilets located in Trauma.
3. Sixty toilets located in Ayush+PMR.
4. Fifty eight toilets located in Hospital (A block LG+G+3).
5. Sixteen toilets located Service Buildings (Work shop. BMW, AC Plant, MRS, SS-2, laundry)
6. In addition to Sanitary Attendants, 1 Supervisors for every 20 Sanitary Attendants or a part thereof is also to be deployed by the Contractor.

**ADMINISTRATIVE OFFICER  
AIIMS, RAIPUR**

**SCHEDULE OF QUANTITIES**

**SH-2 “Mechanised & Automated cleaning of outer area of hospital, Hostel area i/c footpath, parks etc. & disposal of general garbage”.**

Item No.	Description of Item	Quantity	Unit	Rate Per Month		Amount
				In Figures	In Words	
1.	Mechanized & Automated cleaning of outer area of Hospital, i/c footpath, parks etc. as per scope of work and operations described as per Annexure A-12 & B1, (The payment shall be made on the basis of road area)	25000.00 Sq.Mt.	Per sqm			
2	Disposal of general garbage (in black bags) by mechanical transport as approved by AIIMS dumping ground from the following locations daily as per directions of Sr. Sanitation Officer & Engineer in charge  i. Garbage collection point of Hospital (in black bags)  ii. Dustbin with one trip/truck load per day.	1 month	Per month			
Total						

Note: Minimum number of Sanitary Attendants to be deployed by Contractor on each day for Item No. 1 shall be 10 (Ten). 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.

**ADMINISTRATIVE OFFICER  
AIIMS, RAIPUR**