



No: P&A.II/54/2/FS/ SCTIMST/2016

Date: 05.11.2016.

TENDER NOTICE-FACILITY MANAGEMENT SERVICES - TWO BID
(TECHNICAL/COMMERCIAL)

Sealed Tenders are invited for undertaking “**Facility Services**” at Hospital wing & Biomedical Technology Wing of the Institute from firms / agencies who have experience in carrying out such works in accordance with the terms and conditions as given in the tender documents. Following are the details of documents that can be downloaded on the key dates given below:

Dcouments	website
Tender documents & Annexure-III	www.sctimst.ac.in & http://eprocure.gov.in
Technical Bid (Annexures - IV, V, VI, VIII & IX) & Commercial Bid (Annexure- I, II (BMT), VII)	

Tender stage	Start date and time	Closure date and time
Downloading of tender documents	05.11.2016 01.00 pm	25.11.2016 2.00 pm
Pre Bid Meeting	15.11.2016 at 11.00 am	
Bid submission (Technical and commercial bid)	16.11.2016 01.00 pm	25.11.2016 2.00 pm
Opening of Tender	25.11.2016 3.00pm	

Cost of tender documents	Rs.525/- (inclusive of 5 % VAT)
EMD	Rs.1,00,000/- (Rupees One Lakh only)

You are requested to quote your best offer along with the complete details of specifications, terms and conditions. **The sealed Quotation should be submitted in the prescribed form enclosing the required documents mentioned above, cost of tender documents (Rs. 525/-) and EMD (Rs.1,00,000) to be remitted by way of Demand Draft drawn in favour of Director SCTIMST, payable at Trivandrum. The sealed envelope should be superscribed with tender name "Quotations for Facility Services at SCTIMST, Hospital Wing & Bio Medical Technology Wing"& tender no. P&A.II/54/2/FS/ SCTIMST/2016 dtd 05.11.2016 and addressed to: "The Director, SCTIMST, Medical College P.O., Trivandrum - 11".**

The firm/ agency should produce the following documents as proof:

Registration of the firm under shops & Commercial Establishments Act, valid license under the Contract Labour (Regulation & Abolition)Act, Income Tax Clearance Certificate for the preceding three years, Registration under EPF & ESI Act.

The rate is to be quoted in two formats.(1).On area wise (sq. feet) basis - Annexure III in square feet in areas mentioned and (2).Manpower wise in other areas - Annexure I & II. Engaging manpower per eight hour basis will be considered based on the nature of work assigned in respective departments. The requirement for (1) includes cost of labour, cleaning materials, usage of equipments etc.The general conditions relating to this work and the details of areas for facility services could be obtained along with the tender documents. The Contractor should have a minimum experience of three years and should have sufficient manpower for undertaking the work.

Note: The rate alone will not be the qualifying factor for selection. In addition, the experience of the agency, proficiency in the field, responsibility, stability etc., (Officials from the Institute may visit your site/office for assessment) will be taken into consideration.

A pre bid meeting shall be held in the SCTIMST Trivandrum to clarify any queries of the tenderer on 15th November, 2016 at 11 am in Conference Hall of OMS, SCTIMST. Those who wish to visit our site to assess the work can do so on any working day between 10 am to 3 pm with the assistance of the Security & Safety Officer of Hospital and BMT wings. (Profile of the company with client lists etc. is to be submitted separately for screening).

Late tenders will be rejected. The Director of the Institute reserves the right to reject all or any of the quotations without assigning any reason thereof.

**Sd/-
DIRECTOR**

TERMS AND CONDITIONS OF TENDER FOR FACILITY SERVICES AT HOSPITAL WING OF SCTIMST, THIRUVANANTHAPURAM

1.Area of Work:- The area for providing Facility Services at the (1)Hospital Wing including Quarters Campus, AMC and Hostel (2)BMT Wing of the Institute (detailed in Annexure I, II&III).

2.Cleaning Services: - The main objective is to provide a high level of a neat, clean, hygienic and presentable look to the entire area to keep the surrounding dust free. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staffs deployed are dressed in neat and clean uniform approved by the SCTIMST, Trivandrum. Officials of SCTIMST, Trivandrum will also monitor the entire work and the staff.

3. General Requirements and Documentation:-

- Organizational structure and line of authority.
- Housekeeping manual and all SOP (Standard Operating Procedures).
- List of equipments used
- Compliance to Color coding in waste management.
- On job training and documentation.
- Description for each category of housekeeping.
- Hospitable and polite behavior with patients and hospital staff.
- Hepatitis B Vaccination of all the staff.
- Maintaining records of:-
 - a) Memorandum of understanding
 - b) Complaint book
- Maintaining logs and checklist.
- Both male and female staff should be posted in areas like ICUs, OPD, Wards & general area.
- Female patients should be attended by female staff only.
- Immediate replacement of staff on leave.
- Rotation of staff if required.
- Health record of employees and their anecdot.

4.Daily Services: - Housekeeping / cleaning services should be provided round the clock on all days including holidays in Hospital Wing and from 7am to 6pm in Quarters Campus, AMC and Hostel of the Institute, so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the

morning should be completed well before 8:00am in rooms where work will start at 8:00am. Contractor should arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Institute.

The facility services personnel employed on this contract will carry out functions stipulated in this contract.

Housekeeping staff has to do following activities for all of the Hospital rooms of all the departments, stores, kitchen, consultants chambers, wards, ICUs, Laundry, Labs, Blood Bank, all corridors and all covered and open areas of AMC Block, Quarters campus and Hostel wherever assigned.

- Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including ICUs ,wards, OPD and all other departments at regular intervals on daily basis. He/she is responsible for keeping the area spick and span, assigned to him/her.
- Cleaning sweeping, mopping of stair cases, cabins, lobbies, reception, kitchen, Laundry, Corridors, Ceilings, AMC Block, Office Rooms, conference rooms, Hostel with disinfectant at regular intervals on daily basis.
- Vacuum cleaning of all carpets and upholstered furniture.
- Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
- Cleaning and dusting electrical switch boards, light fixtures, fans, air conditioner vents, firefighting equipments, computer systems under the supervision of Engineering department of SCTIMST.
- Cleaning and dusting name plates, door mats, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- Cleaning of dust bins, waste paper baskets, etc. and disposing off all collected refuse on daily basis and weekly cleaning of cobwebs.
- Cleaning and disinfecting kidney trays, urinals, bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.

- Offering the patient with kidney tray, urinals, bed pans, sputum cups when required and assisting the patients to use it. Disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
- Washing linen which are soiled by urine, vomitus, faeces and others with 0.5% hypochlorite solution and sending to laundry.
- Spraying room fresheners in all rooms on daily basis at regular intervals.
- Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
- Washing of slippers in ICUs and assist in fumigation of ICUs as per schedule.
- Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, Pump Rooms, AC Plants, Electrical Substation, Auditoriums, Main Gates, etc. as directed by the authorities of SCTIMST, Trivandrum.
- Any additional work assigned by the ward I/C, nursing staff and sanitary inspector of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.
- Cleaning the patients who have soiled themselves with stool, urine, vomitus where required with assistance of Unit helper / Staff nurse. He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients.
- Assisting nursing staff in collection of urine and stools specimens. Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW collection point.

5. Waste Disposal Management (Including Bio-Medical Waste) :-

- The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
- The contractor will teach and train his staff for the collection / disposal work.
- Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
- The garbage will have to be removed at least thrice a day.
- The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

- Refilling, replacing and emptying of sharp containers at all stations.

6. Weekly Services: - The deep cleaning of the entire area will be done by the contractor once a week as under :-

- Dusting of entire area including windows / windowpanes / doors / ledges, etc.
- Thorough cleaning / sweeping / washing / mopping with disinfectant ,cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cobwebs, cleaning of roofs, porches etc.
- Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
- Cleaning of all windows glasses and grill with detergent/ cleaning agents.
- Washing with High Pressure Jet Machine wherever required on daily basis.
- Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- The tenderer will make a cleaning program and submit to the authorities of SCTIMST, Trivandrum, Medical Superintendent for Hospital wing and Head ,BMT Wing for BMT wing for weekly cleaning so that, concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- The contractor will work in the specified area mentioned in the scope of work.

7. Monitoring and Control: -

For better management and smooth services, the following monitoring mechanism will be adopted by the contractor:-

- **Toilets Checklist:**-This is to be attached on the back of the toilet door. It is to be filled up by the cleaning staff in each shift and Contractor supervisor on duty daily.
- **Management/Facility Services Requirements/ Complaints Report:** - This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to In-charge Officer of SCTIMST .The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

- **Facility Services Complaint Register:** - This register is to be completed on the basis of information received by the Facility Supervisor from SCTIMST ,Trivandrum regarding the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from SCTIMST, Trivandrum etc. and necessary action is to be taken.
- Register for civil/electrical/plumbing complaints.

8. Additional Scope Pertaining to Hospital:-

Facility services in the hospital conditions is different than the services in other commercial organizations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not be included in the general scope of work but they have to be provided by the housekeeping staff if needed.

In view of the above, any work assigned by the sister I/C/Supervisor/Officers for the patient benefit like cleaning of vomitus, urine, stool, blood or any undesired material produced by the patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the patient in any type of need is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

The cleaning materials used by contractor should not be reactive to kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, ceramic fittings of toilets, if it is found at any time that any damages occurred due to use of wrong chemicals ,the same shall be rectified on the risk and cost of contractor.

9. Cleaning of office/Consultant Rooms:-

- The contractor staff shall remove trash from office dustbins and change the trash liner every day before closing hours.
- The offices shall be dry dusted and swept .Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be mopped with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

10. Cleaning of Laboratory and other Critical Areas:-

- All the dustbins shall be washed and lined with colour coded bags.
- The floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week.
- Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- Rotation of staff in critical areas like Laboratory, ICU & Wards may be kept at minimum.
- In the morning waste bag shall be changed when it is 3/4 full.
- Walls shall be thoroughly cleaned using a detergent/disinfectant solution in the morning.

11. Instructions for tenderer:-

- a. Terms of Contract is for providing Facility Services, as detailed in Annexure I&III at the Hospital Wing including Quarters Campus, AMC and Hostel of the Institute and Annexure II for BMT wing .
- b. The contract period will be commencing from 01.01.2017 and this agreement shall be for one year and may be extended further as decided by the Institute on the same terms and conditions set forth in this agreement.
- c. The Contractor will be wholly responsible to cleanliness of all the areas in Hospital wing including Quarters campus, AMCHSS and Hostel .
- d. For the above purposes, the contractor shall provide a specific number of facility personnel for each area wise i.e. (manpower per 100 sq. ft) in square feet mentioned areas as per Annexure III and manpower wise in other areas per day/night on all days in the month as per Annexure I & II.
- e. The Institute shall pay for the service i.e., charges for cleaning per month as indicated in Annexure-I,II&III. This figure would however, vary if the number of facility personnel are decreased or increased as required by the Institute and

as the minimum wages increase with regard to I & II and will not vary for Annexure III .

- f. The contractor shall raise an invoice for the service each month and the same shall be paid by the Institute by the 7th working day of the succeeding month.
- g. The payment will be made on the 7th working day of the succeeding month, for which the contractor should submit their bill along with the proof of statutory remittances made for the previous month and salary slip of facility staff engaged on the 3rd working day of the month.
- h. The contractor shall be solely responsible for the payment of salaries, other benefits, perks and other legal obligations, if any, in respect of the personnel engaged or deployed by him in the Institute.
- i. The rates at which the contract is awarded will be valid throughout the contract and on claims whatsoever on account of increases in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the SCTIMST Trivandrum through appropriate reduction of the contracted rates. Further any upward revision of Minimum Wages by the concerned authority amount may be revised accordingly.
- j. A pre bid meeting shall be held in the SCTIMST Trivandrum to clarify any queries of the tenderer on 15th November, 2016 at 11 am in Conference Hall of OMS, SCTIMST.
- k. All the Technical Bid (Annexures - IV, V, VI, VIII & IX) will be scrutinized, by the evaluation committee constituted by the Director to check all relevant documents for their authenticity and the Tenderer whose Technical tenders are accepted. Selected bidders will be informed about the date and time for opening the Commercial Bids. (Annexure- I, II (BMT), VII).
- l. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
- m. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.

- n. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
- o. The successful tenderer will have to deposit a Bank Guarantee of 10% of total annual cost of the work by way of Bank Guarantee of scheduled bank in favour of DIRECTOR SCTIMST, Trivandrum, payable at SBT, Medical College branch, Trivandrum - 11 and letter addressed to Administrative Officer, SCTIMST Trivandrum as per the prescribed format attached as Annexure -VI payable at Trivandrum valid for 60 days beyond the expiry period of contract.
- p. The successful Tenderer will have to deposit the Bank Guarantee and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
- q. Each page of the tender documents and papers submitted along with, should be numbered signed and stamped by the authorised signatory in acceptance of the terms and conditions laid down by the, SCTIMST Trivandrum. The Director, SCTIMST Trivandrum reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
- r. The Director, , SCTIMST Trivandrum reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
- s. Under the terms of their employment agreement with the contractor the facility staff shall not do any professional or other work for reward or otherwise either directly or indirectly.
- t. In the event of any loss occurred to the Institute, as a result of any lapse on part of the contractor which will be established after a joint enquiry, the Institute can claim the same from the Contractor up to the value recovered from his current insurance or the actual loss whichever is higher.
- u. He shall do and perform all such facility services, acts, matters and things connected with the administration, superintendence and conduct the facility arrangements, as per the directions enumerated herein and in accordance with such directions, which the Institute may give from time to time and which have been mutually agreed upon between the two parties.

- v. The personnel of the facility services engaged by the Contractor shall be the employees or members of the contractor.

- w. It is specifically understood that persons engaged / deployed or to be engaged / deployed for work undertaken to be done by the Contractor shall be preferably their members, that for statutory and for all other purposes, he shall be their employer and that he shall be responsible and liable for all statutory or other benefits and obligation which, the person engaged / deployed by him are entitled to under various legislations including the benefits under ESI Act, EPF Act, Minimum Wages Act, Employees Compensation Act, Bonus Act and Gratuity Act and all statutory payments like ESI, EPF etc. are regularly deducted from the salary of the Facility Services and remitted to the concerned authority and should submit the monthly returns to the EPF and ESI with respect to the personnel deployed to the Institute before the close of the succeeding month without fail. In case of any default, the contractor will solely be responsible for such lapses and pay the penalty, if any imposed by such authorities. If such lapses are noticed, the Institute will be at liberty to recover such dues from any payment due to the Contractor including the security deposit.
- x. It is specifically understood that the Institute shall not have any employee-employer relationship between the persons engaged/deployed by the Contractor fulfilling the obligations under this agreement and that those persons are not the employees of the Institute.
- y. There is no employee - employer relationship between the Institute and the personnel engaged / deployed by the contractor and as such any misconduct by them on information given by the Institute shall be dealt with by him and action taken. Further such personnel as and when their conduct and work are found to be unsatisfactory they are to be replaced with suitable hand by the contractor immediately.
- z. The contractor shall issue identity cards to its employees in consultation with Security officer of the Hospital to ensure safety of premises. Staff engaged by the firm will carry the card which can be checked randomly and non-adherence will invite a penalty
- aa. **Confidentiality:** -The contractor will endeavor that its staff shall not at any time, without the consent of the Institute in writing, divulge or make known any trust, accounts, matters or transaction undertaken or handled by the Institute and shall not disclose to any person information relating to the affairs of the Institute. The clause does apply to information, which is or becomes public knowledge.
- bb. **Variation:** -The changes under this agreement are based on minimum wages and statutory levies only. If there is increase in minimum wages and statutory levies, the Contractor has to prefer the claim accordingly every month with supporting documents. No other change is acceptable.

cc. **Period of Contract**

1. This contract is valid initially for 12 months from the date commencement of work and is further extendable for a maximum period of 2 years (1 year at a time) on the same terms and conditions unless either party terminates the same giving one month notice in writing before the end of the contract period.
2. During the course of contract in the event of serious breach of this agreement or repeated neglect of its duty by the contractor which he fails to remedy within one month of having received written notice of failure, the Institute can terminate this agreement immediately.
3. This agreement is liable to be terminated by giving one month prior notice by the Contractor. However the Institute reserves the right to terminate the agreement without prior notice and without assigning any reasons for the same.
4. In case of any dispute regarding the implementation or interpretation of the terms of the agreement or on any other matter connected with the same, the decision of the Institute will be final and binding.

12. General Instructions for Tenderer:-

- a. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment's.
- b. The contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipment's used in wash rooms and other areas of the hospital for Facility services as given in Annexure - I.
- c. The contractor must employ adult labour only. The contractor shall not engage the personnel below the age of 18 years. Employment of child labour will lead to the termination of the contract.
- d. SCTIMST Trivandrum, however, reserves the right to terminate the contract by serving one months' notice, in writing if the Institute is not satisfied about the services of the contractor. The contractor may also ask for the same by giving three months' notice but he has to provide the housekeeping facility till the next agency takes over.

- e. In case of breach of any terms and conditions attached to the contract, the Bank Guarantee of the contractor will be liable to be forfeited by SCTIMST Trivandrum besides annulment of the contract.
- f. The contractor has to provide standard uniforms to its housekeeping staff. The staff shall be in proper uniform provided by the contractor but approved by SCTIMST Trivandrum with their identity properly displayed, samples of uniform will have to be submitted by the Contractor for the approval of competent authority.
- g. SCTIMST Trivandrum will provide the space for setting up a control room for the contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the hospital. The contractor will arrange for all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment's, etc.
- h. SCTIMST Trivandrum will provide space for a store room to the contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipment's in the store room and maintain a computerized record of the stores which shall be opened to inspection by SCTIMST Trivandrum staff during working hours.
- i. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the sister I/C/Supervisor/Officer of that area i.e. wards/ OPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the sister I/C/Supervisor/Officer. All instruction given by sister I/C/Supervisor/Officer should be considered in the scope of work.
- j. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and

all other contract documents has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc., will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.

- k. The Director, SCTIMST Trivandrum does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected. The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the hospital. No payments would be released till the contract license is submitted to the hospital. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. In the eventuality of the contractor failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of the hospital is entitled to recover equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Pass Book/ESI card to every worker and shall supply the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work. If any change is required on part of hospital a fresh list of personnel shall be made available by the contractor after each and every change.
- l. It shall be the sole responsibility of the contractor to abide by all statutory rules & regulations (eg. ESI, EPF, etc.) as applicable from time to time and no separate claims for the same shall be entertained by the organization.
- m. The contractor shall mandatorily furnish proof of payment of all the legal entitlements to the workers besides wages on a monthly basis in the formats as prescribed in Annexure I, II, & Annexure III.
- n. If on account of non-compliance with the provisions of any laws, hospital is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Hospital all such payment and Hospital shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay to the Hospital such amount as

may be necessary to make up the required security Deposit, or from the dues which may be payable by the Hospital to the contractor. The contractor will sign an **Indemnity Bond** in favor of hospital to this effect. No liability whatsoever shall attach to the hospital on account of or any failure on the part of the service provider to observe these regulations.

- o. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
- p. The hospital shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the hospital at any time.
- q. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the hospital authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Hospital.
- r. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of hospital or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the hospital premises and near to it.
- s. The Hospital will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor.
- t. The contract can be terminated by the first party (Head of Hospital) by giving three months notice. The second party (the contractor) if so desire to terminate the contract will be required to give six months notice or till hospital is able to make alternative arrangements, whichever is earlier.
- u. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines. The concerned contractor personnel shall attend the court as and when required.
- v. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Hospital from the contractor.
- w. The contractor shall not engage any sub contractor or transfer the contract to any other service provider.

- x. The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor and not on Hospital administration.

- y. The contractor shall be responsible for all acts of omission/commission in the hospital by their employees during the course of discharge of their duties at the hospital. Hospital will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.

- z. The contractor shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.

- aa. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Hospital. Persons at higher risk should be vaccinated against Hepatitis 'B'.

- bb. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in hospital & it reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the hospitals on medical examination of such employees, shall be borne and paid by the contractor.

I/We agree to the above terms & conditions

..... (Signature of the Contractor with Seal)

13. The Contractor shall :

- a. Ensure flies free environment in the premises of SCTIMST Trivandrum
- b. Ensure that their managers/supervisors are equipped with mobile phones.
- c. Provide Hospital Waste management services when applicable including all equipment, containers, trolleys etc.
- d. The contractor will also ensure that the waste should be segregated according to the colorcodes and disposed separately i.e. dry and wet waste in the marked disposal area in proper and eco-friendly manner.
- e. The contractor will arrange required resources, including manpower, machinery, disposables etc. which is used by the housekeeping staff. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the contractor to the housekeeping staff.
- f. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with ID cards.
- g. Every Supervisor deputed by the firm should maintain a register for keeping the daily record for sanitation & housekeeping services & should take signature from the concerned department for their comments.
- h. For any stolen, missing or defective items related to Civil, Electrical or A/C, persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section for getting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.
- i. 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 personnel by services to be rendered to , SCTIMST and shall comply with all relevant labour law as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify , SCTIMST against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which SCTIMST Trivandrum may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow. . The contractor shall depute optimum no of workers and supervisors including sufficient number of ladies workers (for ladies toilets and washrooms) for cleaning of the requisite toilets & corridors, lobby areas, including stair cases and lifts areas. Arrangements will also be made for application of room freshener and providing odonil sticks etc.

- j. The attendance of the workers will be taken by Officer-incharge or the employee of SCTIMST, Trivandrum. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean by keeping a constant watch on the work of their staff.
- k. It will be the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.
- l. The contractor shall arrange required number of branded scrubbing machines with moppers or equivalent for scrubbing of floors. If machines are not available, a penalty of Rs. 1,000/- per day may be imposed and recovered from the contractor's monthly bills. The decision of the competent authority in the Department in this regard shall be final and binding on the contractor and shall not be open to arbitration.
- m. The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using brushes or suitable detergents. No extra payment or cost shall be paid on this account.
- n. The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweeper deputed by him. The contractor shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their conduct and behaviour. Any damage done/caused to the existing structure/furniture/fittings by the workers of the contractor's firm shall be got rectified by the contractor at his own risk and cost.
- o. In case of pecuniary and material loss suffered by the Department on account of negligence attributable to the Contractor or his employees, the SCTIMST, Trivandrum will have the right to forfeit the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Department, the balance, as may be necessary shall be recovered from the contract charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.
- p. The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the contractor on this account shall be entertained.
- q. All the Tools and materials, viz. Scrubbing machine, trolley, buckets, mugs, pipes, ladders etc. shall have to be transported by the contractor himself. The SCTIMST, Trivandrum shall not entertain any extra claim/expenditure on account of these tools and materials.
- r. The contractor will supply sufficient sets of uniforms, badges, and gum-boots to each sweeper, who shall invariably working hours, any sweeper is found to be

without uniform/badges, he/she will be marked absent and necessary recovery as per condition will be made from the contractor's bills.

- s. The standard of sanitation will always be up to the satisfaction of the authorized representative or the officer-in charge whose decision in this regard shall be final and binding on the contractor.
- t. The sweepers and supervisor shall be under the direct control of the officer in-charge or his/her authorized representative for day-to-day maintenance operations.
- u. Electricity will be supplied free of cost to the contractor but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.
- v. Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.
- w. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.
- x. The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, liquid soap, Harpic, hand duster, toilet brush, plastic brooms, platform brush, wiper, soft brooms, surf etc. shall be arranged by the Agency for which he has to quote the consolidated amount in the commercial bid under 'consumables' and 'chemicals'. The material being used by the agency would be of superior quality/standard and of prominent brands. . All the cleaning agents used for the project shall be environment friendly so that it does not cause any harm to employees, workers & the object for which it is used. It shall follow all the mandatory International & National standards of chemicals.
- y. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety any possible electric shock due to use of water or otherwise.

14. Liquidated Damages:-

Whenever and wherever it is found that the cleanliness is not up to the mark it will be brought to the notice of the supervisory staff of the contractor by sister I/C or officials of , SCTIMST Trivandrum of the area and if no action is taken within ONE hour, liquidated damages @ Rs.200/- per complaint shall be imposed. The decision of Director/MS/Head BMT wing/AO, SCTIMST Trivandrum shall be final, in this regard.

15. Misconduct/Misbehaviour

- a. Any misconduct/misbehaviour on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to the Administrative Officer, SCTIMST Trivandrum.
- b. The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event, the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the contractor.
- c. The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- d. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
- e. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the hospital authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Hospital.

16. Dispute Settlement: -

It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiation. If such disputes and differences cannot be settled and resolved by discussions and negotiation then the same shall be referred to the sole Arbitrator appointed by the Director, SCTIMST Trivandrum whose decision shall be final and binding on both the parties.

17. Penalties:-

- a. If during inspection, the workers are not found in uniform without ID-Card, a penalty of Rs.200/- per employee will be charged per instance per day.
- b. It is mandatory that the Supervisors / Sanitary Attendants / Hospital Attendants 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 Rs. 500/- per instance will be charged.
- c. Recurring of irregularities given at Sr. No. 1 and 2 the penalties will be double charged. Decision rests with Director/MS/Head BMT wing/AO, SCTIMST, Trivandrum

18. Preparation and Submission of Tender:

The tender should be submitted in two parts i.e. Technical Bid and Commercial Bid. The Technical Bid and the Commercial Bid should be sealed by the bidder in two separate covers "Technical Bid for Tender for Sanitation & Housekeeping Services" and "Commercial Bid for Sanitation and Housekeeping Services". Both Sealed Envelopes should be kept in a main/ bigger envelope super-scribed as "Tender for Cleanliness and General Maintenance ". Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.

19. Earnest Money Deposit:

The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.1, 00,000 (Rupees One Lakhs Only) by way of demand drafts only. The demand drafts shall be drawn in favour of "DIRECTOR SCTIMST, Trivandrum, payable at SBT, Medical College branch, Trivandrum - 11". The demand drafts for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful completion of contract order and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD will be rejected.

20. Qualifying Requirements :- (ANNEXURE -VI&X)

- a. Only registered, bonafide, reputed and experience firms agencies having at least three years' experience in the field of Sanitation & Housekeeping services in Govt. / well reputed private hospitals having not less than 250 beds capacity to handle jobs relating to Sanitation & Housekeeping of large complexes. Proof of successfully completion/execution of work for the last 3 years is required to be enclosed.

- b. The agencies/firm should have at least three years' experience of providing sanitation and housekeeping services on the date of publication of this notice. **The annual average turnover of services provided by the bidder should not be less than Rs. 1 Crore during the last three years** as per their audit books of accounts/Tax Returns with clear evidence that the turnover is derived from provision of services which from the subject matter of the present notice.
- c. The bidder should have completed similar works satisfactorily in any of the Hospital of Autonomous/Institutions/Universities/ Public Sector Undertakings of the Central/ State Government any one of the last three financial years as follows:-
1. Three similar completed works costing not less than Rs. 50 Lakhs each.
 - a. OR
 2. Two similar completed works costing not less than Rs. 75 Lakhs each.
 - a. OR
 3. One similar completed work costing not less than Rs. 1 Crore.
- d. The firm should be ISO certified (certified/proof to be attached)
- e. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible.
- f. 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.
- g. No Joint Venture/ Consortium is allowed to participate in the Tender Process. Tenderer should submit an undertaking on firm's letter head in this regard.
- h. Proof of having satisfactorily completed the job of cleanliness and general maintenance during the 3 years in the field of Sanitation & Housekeeping in Govt. / well reputed private hospitals having not less than 250 beds.
- i. List of the present contract with public and private hospitals.
- j. Certificate of its registration, Certificate from concerned authorities regarding payment of service tax, income tax, sales tax, PF, ESI, work contract tax and other tax applicable for the last three years.

- k. Satisfactory performance certificate issued by the Govt./private hospitals during the last three financial years.
- l. The intending tenderers may mention the rates clearly in figures as well as in words in the enclosed format. The tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.
- m. Intending tenders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risk, contingencies and other circumstances which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc. will be issued to him by the SCTIMST and local conditions and other factors having a bearing on the executions of the work.

21. Authority of person signing document:- A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, the Director, SCTIMST, Trivandrum may without prejudice to other Civil and criminal remedies, cancel contract and held the signatory liable for all cost and damages.

22. Validity: The quoted rates must be valid for a period for 120 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

23. Subletting of Work: The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of SCTIMST, Trivandrum, which will be at liberty to refuse if thinks fit. The tender is not transferable. Only one tender shall be submitted by one tenderer.

24. Insolvency etc.: In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified, SCTIMST Trivandrum shall have the power to terminate the contract without any prior notice.

25. The work shall be carried out satisfactorily as per the directions of the competent authority of the SCTIMST Trivandrum. The Director, SCTIMST Trivandrum reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective item, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms and gumboot by the employees deputed by the contractor firm.

26. Bids offering rates which are lower than the minimum wages of Govt. of India for the pertinent category would be rejected.

27. The decision of the authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the contractor. The contractor shall comply with the monitoring mechanism/system as advised by the Department.

28. After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer.

29. Conditional bid will be treated as unresponsive and it may be rejected.

30. Applicable Law:

- The contract shall be governed by the laws and procedures established by Govt. of India, and Govt. of Kerala within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
- Any disputes are subject to exclusive jurisdiction of Competent Court and Forum Trivandrum, India only.
- The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Trivandrum. The decision of the Arbitrator shall be final and binding on both the parties.

31. Area of operation: - The Bidder shall provide Housekeeping services at the Hospital in the specified areas, as detailed in Annexure I&III at the Hospital Wing including Quarters Campus, AMC and Hostel of the Institute and Annexure II for BMT.

32. Hygiene & Other Standards for the staff provided by the Contractor: The Contractor shall employ skilled, semi-skilled and unskilled labour 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. The Supervisors/Sanitary Attendants / Hospital Attendants deployed by the firm/contractor should be experienced person with minimum educational qualifications as tenth pass for Sanitary Hospital Attendant and graduation for Supervisors & should be able to read and write in English.

33. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

34. The payment of Bonus Act 1956 with Rules, orders and Notification issued there under from time to time.

35. In case of unscheduled holiday on the closing / opening day of bid, the next working day will be treated as scheduled prescribed day of closing / opening of bid the time notified remaining the same.

36. The Workmen's Compensation Act 1923 with Rules, order and Notifications issued there under from time to time.

37. These shall among other things include the following.

- i) Attendance Register/ Card
- ii) Master roll
- iii) Register of Wages
- iv) Wages Slips
- v) Register of Deductions
- vi) Register of Fines
- vii) Register of Advance

38. Details of manpower: As per Annexure-I,II&III.

39. Qualifications of the Housekeeping manpower

Sl.No.	Designation	Eligibility qualification	Experience
	Sr. Facility Manager	Diploma/Degree in Hotel Management or One Year PG Diploma in Accommodation Operation	10 years in Supervision of sanitation in a recognized Hospital or Institute.
	Facility manager	Graduate	07 years in Supervision of sanitation in a recognized Hospital or Institute.
	Floor Supervisor	Graduate	05 years in Supervision of sanitation in a recognized Hospital or Institute.
	Sanitary Attendant	10th Pass with skill development course in housekeeping/sanitation or in house structured training programme or its equivalent Upper age limit: 45 years	

40. Roles and Responsibilities of Sanitary Supervisor

- To supervise the work of Sanitary Attendants
- To provide replacement of Sanitary Attendants if regular Sanitary Attendant is on leave.
- To ensure the cleanliness and proper sanitation of the area under his/her supervision.
- To report major Engineering works/major repairs to the concerned authorities (Civil, DCE etc.)

41. Roles and Responsibilities of Sanitary Attendant

- He/she is responsible for keeping the area spick and span, assigned to him/her.
- He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients.
- He/she will assist nursing staff in collection of urine and stools specimens.
- He/she will assist in cleaning and disinfections of soiled linen, mattresses, articles etc.

- Any other task assigned by nursing staff, sanitary inspector and other higher officials.

42. Cleaning Schedules: The cleaning frequency, level of cleaning/ disinfection and evaluation/auditing frequency will vary according to the type of functional area risk category ..The contractor shall perform the cleaning as per the standard operating procedures provided by the healthcare organization. Wet mopping and vacuum cleaning would be done for cleaning within hospital premises. Use of Broom is not permissible.

43. Equipment:

The list of equipments required for cleaning is given in **Annexure-V**.

Equipment used to clean toilets (e.g., toilet brushes, toilet swabs) should not be carried from room-to-room. In common toilet, a system should be developed for replacement of toilet brushes on a regular basis or as required. Tools for cleaning toilets shall be the ones that will minimize splashing.

44.Training: Mandatory training requirements for the Sanitary Attendants & sanitary supervisors. The bidder shall engage in periodic and continual training of specified hours as given below to maintain quality and standard of services. The documentary evidence of conducting trainings should be submitted every 3 months. Video recording of the trainings conducted to be provided by the agency.

45.Reuse of Mops: All dusters & mops being reused shall be laundered every day. (Separate machine and adequate number of sets for the next day when current lot is being laundered). Where facility of laundering mops is not available, mops should be changed at defined intervals

46. Bidder would ensure that healthcare organisation is neat and clean by 8:00 am in the morning daily; and would ensure cleanliness throughout the day. While doing cleaning at night/early morning hours bidder would ensure that patients and attendants are not disturbed.

47.With regard to Annexure III,the contractor shall procure the consumables (soap, toilet roll, paper towels, plastic mugs, hockey brush, wipers, etc)./ chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation & housekeeping. The contractor shall use eco-friendly and ISI marked detergents, chemicals, consumables. These chemicals should not damage/cause harm to the hospital property or of the users. The approval of the authorized representative of the hospital shall be obtained before placing the purchase order. The hospital shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the store keeper of the contractor. A hospital representative can carry out surprise checks of the stores without any prior intimation.

The contractor is bound to change any chemical, consumable, detergent to the satisfaction of the hospital authorities.

48. Contingency services :The service provider shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week. The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required. No extra payment shall be charged for this contingency work

49.KEY PERFORMANCE PARAMETERS

Key performance parameters have been grouped under four major headings, i.e., building elements, fixture elements, equipment elements and environmental elements as given below

Sl.No	Elements	Required cleaning standard
1	External features, fire exits and stairwells	Landings, ramps, stairwells, fire exists, steps, entrances, porches, balconies, eaves and external light fittings are free of dust, grit, dirt, leaves, cobwebs, rubbish, cigarette butts and bird excreta. Handrails are clean and free of stains. Garden furniture is clean and operational.
2	Walls, skirtings and ceilings	Internal and external walls and ceilings are free of dust, grit, dirt, lint, soil, film and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or staff. Light switches are free of fingerprints, scuffs and any other marks. Light covers and diffusers are free of dust, grit, dirt, lint and cobwebs. Polished surfaces are of a uniform lustre
3	Windows	Surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges. Window frames, tracks and ledges are clear and free of dust, dirt, grit, marks, spots and cobwebs.
4	Doors	Internal and external doors and doorframes are free of dust, grit, dirt, lint, soil, film, fingerprints and cobwebs. Doors and door frames are free of marks caused by furniture, equipment or staff. Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. Door tracks and door jambs are free of grit, dirt and other debris. Polished surfaces are of a uniform lustre.
5	Hard Floors	The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids. The floor is free of polish or other build-up at the edges

		<p>and corners or in traffic lanes.</p> <p>The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.</p> <p>Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots.</p> <p>Polished or buffed floors are of a uniform lustre.</p> <p>Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.</p>
6	Electrical fixtures and appliances	<p>Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cob webs.</p> <p>Electrical fixtures and appliances are kept free from signs of use or non-use.</p> <p>Hygiene standards are satisfied where the fixture or appliance is used in food preparation.</p> <p>Range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces.</p> <p>Motor vents etc. are clean and free of dust, dirt and lint.</p> <p>Drinking fountains are clean and free of stains and mineral build-up.</p> <p>Insect killing devices are free of dead insects, and are clean and functional.</p>
7	Furnishings and fixtures	<p>Hard surface furniture is free of spots, soil, film, dust, dirt, fingerprints and spillages.</p> <p>Soft surface furniture is free from stains, soil, dirt, film and dust.</p> <p>Furniture legs, wheels and castors are free from mop strings, soil, dirt, film, dust and cobwebs.</p> <p>Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, dirt, lint and spots. All high surfaces are free from dust, dirt and cobwebs.</p> <p>Curtains, blinds and drapes are free from stains, dust, dirt, cobwebs, lint and signs of use of non-use.</p> <p>Equipment is free of tapes/plastic etc that may compromise cleaning. Furniture has no odour that is distasteful or unpleasant.</p> <p>Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, dirt and litter or stains. Internal plants are free of dust, dirt and litter.</p> <p>Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.</p> <p>Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.</p>

8	cleaning equipment	<p>Electrical appliances (and filters), wet and dry vacuum cleaners and burnishes/buffing machines are stored free of grease, dirt, dust, encrustations, marks, stains and cobwebs.</p> <p>Electrical and battery operated appliances have visible, current tags displaying safety check, service and inspection information.</p> <p>Battery-operated equipment (auto scrubber) is stored free of dirt, dust, marks, stains and cobwebs.</p> <p>Legs, handles, wheels and castors on cleaning equipment are free from stains, soil, dirt, film, cotton, fluff, cobwebs and dust.</p> <p>Cleaning equipment using water is stored clean and dry.</p> <p>Vacuum head and hose are free from dust and blockages and vacuum bags are in good condition and not over full.</p> <p>Annual review and risk assessment of cleaning equipment is documented and current. Cleaning trolleys are free from spillages, dirt and dust.</p> <p>Use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.</p>
9	General tidiness	<p>The area appears tidy and uncluttered</p> <p>Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. Furniture is maintained in a way that allows for cleaning. Fire access and exit doors are left clean and unhindered</p>
10	Odour control	<p>The area smells fresh.</p> <p>There is no odour that is distasteful or unpleasant.</p> <p>Room deodorisers are clean and functional.</p>

50.ELIGIBILITY CRITERIA FOR QUALIFICATION

The bidders who meet the following criteria only shall be considered for Commercial bid opening:

1. **Requisite Bid Security (EMD) submission.** Please refer to page no.1 of tender document.
2. **At least 3 years experience in sanitation & housekeeping.**
3. **Turnover in the last 3 financial years:** A certificate to this effect from Chartered Accountant should be provided.
4. **The bidder should not have incurred any loss** in the last three years in the relevant field of housekeeping & sanitation. This should be duly certified by a Chartered

Accountant. The bidder should have a solvency of one fifth of the estimated annual contract value of the services and should be duly certified by bidder's Bank.

5. The bidder should have office in the city of the hospital. The details of the office with address, telephone number and fax number should be provided.

6. Registration Certificate/License from statutory bodies. The bidder should adhere to all the contractual obligations & labour laws like ESI, EPF, Minimum wages etc.

7. The bidder will also have to make a presentation on detailed work plan as part of technical evaluation regarding the execution of work, with emphasis on the manpower to be deployed, their distribution, consumables and chemicals to be used and reporting mechanisms to assess quality of work.

8. **Organizational Information:** Bidder is required to submit the organization information .

51. REPORTING & PENALTIES FOR QUALITY ASSURANCE

1. Reports to be submitted by the vendor

(i) A daily report of staff on duty in all the shifts

(ii) A daily report of the status of the equipment and its utilization

(iii) A daily report of the washing undertaken

(iv) A daily report of the chemicals and the consumables used

(v) A daily report of the general sanitation from the Sanitation Officer or any other officer deputed for the purpose based on the designated Performa

(vi) A monthly feedback report from the user areas as based on Key Performance Indicators (KPI).

(vii) A centralized complaint reporting and redressal mechanism to be manned by the bidder. The redressal has to be certified by the complainant.

(viii) Any other reporting mechanism as desired by the Hospital.

I/We agree to the above terms & conditions

.....(Signature of the Contractor with Seal)

ANNEXURE - I

I/We.....
 will provide our facility services personnel as per the terms and conditions explained in the Tender Notice, as quoted below:-

Number of persons required: At present (Hospital -91) (Approx)			
Particulars	Charges for cleaning as per Annexure-I&III per month	Wages/person per 8 hr duty	Remarks
Amount			
1) House Keeping			
i. Cleaning			
ii. Multi-tasking			
2) Mandatory / statutory levies (Percentage wise) under different heads			
3) Other charges (Over heads, Profit, Supervision, Uniform etc. etc.)			
Total			

Additional quote for 100 sq.ft of extra work is to be performed

Date:

Name, Address, seal and signature of Contractor

ANNEXURE - II (BMT)

I/We,.....
 will provide our facility services personnel as per the terms and conditions explained in the Tender Notice, as quoted below:-

Number of persons required: At present (Hospital -91) (Approx)			
Particulars	Charges for cleaning as per Annexure-I&III per month	Wages/person per 8 hr duty	Remarks
Amount			
1) i. House Keeping (Cleaning)			
ii. Multi-tasking			
iii. Animal House Cleaning			
2) Mandatory / statutory levies (Percentage wise) under different heads			
3) Other charges (Over heads, Profit, Supervision, Uniform etc. etc.)			
Total			

Additional quote for 100 sq.ft of extra work is to be performed

Date:

Name, Address, seal and signature of Contractor

ANNEXURE - III

List of Area in the hospital wing on square feet basis (format attached)

ANNEXURE - IV

RESOURCES REQUIREMENT

The Contractor has to provide the following:

1. **Cleaning Materials:-** With regard to Annexure III ,all the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants will be provided by the contractor, and the payment for the same can be quoted by Contractor.
2. The contractor has to provide all the manpower, equipment's, tools and tackles, their accessories /refills pertaining to housekeeping services.
3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the housekeeping force provided to the hospital. Teaching and training for the same has to be done by the contractor. The man and material needed for the management of the housekeeping staff will be the responsibility of the contractor.
4. Minimum No. of Equipment's, tools tackles etc. to be maintained in the Hospital.
5. Essential Ecological Requirements .The cleaning agency
 - Should conform to International Detergent Legislation.
 - Should be Phosphate free. Should comply with the voluntary ban of APEDA by all leading international chemical industries.
 - Should not be a combustible liquid according to the regulations governing combustible liquids.

6. List of Items to be cleaned

S. No.	Item to be cleaned	Make
1	Bathroom items	
2	Rooms offices, items laminated furniture, PC, Marbles, granite floors	
3	Glass Surfaces	
4	Wood polish furniture	
5	Room air fresher (Spray)	
6	WC urinals	
7	Bathroom cleaner (Hard water)	
8	Floor Stripers	
9	Kota, vinyl, Mosaic tiles - polish	
10	Marble Floors - Polishing	
11	Kota and hard floor	
12	Kota Vinyl, Mosaic tiles	
13	Restorative product for fixture	
14	Hand soaps	
15	Wooden polish	

7. The consumables such as buckets, mugs, clip mop, lop web brush, control mob, duster, feather duster, hard broom soft broom floor clinging mops, scrubbing brush, stick broom, WC brush, wipers, upholstery brush, surface cleaner, grease and glass telescopic outside glass cleaners etc should be provided by the contractor.

Date:

Name, Address, seal and signature of Contractor

ANNEXURE - V

List of machines / Equipments which we required in sanitation and housekeeping.

Sl No.	Equipments Required for Cleaning	Make
	Heavy duty Auto scrubber dryer	
	Ride on scrubbers	
	Walk behind scrubbers	
	Vacuum Cleaner wet & dry	
	High Pressure Jet Cleaners/Washer	
	Scrubbing & Vacuuming (Combined)	
	Small battery operated scrubber Machine	
	Polishing & Cleaning Machine	
	Double bucket wringer trolleys/Multi use trolleys/ Bucket carrying trolleys	
	Ladder (24ft and 12ft)	
	Scissor Ladders	
	Dust Control mop	
	Caddy Baskets	
	Light Duty machine scrubber	
	Steam cleaning machine	
	Any other Cleaning Equipment as per the need	

Note: - The above mentions machines are minimum requirement. The contractor shall provide brand new machinerics as per the details specified in contract and the machines should be ISO Certified. All the above machines including those provided by contractor should be functional all the time.

Date:

Name, Address, seal and signature of Contractor

ANNEXURE-VI
Technical Specification
(In Separate sealed cover-I super scribed "Technical Bid")

Having read and accepted all terms and condition in the tender document we submit the details for Sanitation & Housekeeping Services as follows:-

1. Name and address of the Registered office of the agency/ firm	
2. Name of the owner(s) Partners (Attach Bio-data of all Partners)	
3. Telephone no.	
a. Residence	
b. Office	
c. Mobile	
4. List of Organizations/office, where firm is presently providing cleaning services (Mention)	
5. Details of EMD No. Date, Amount, and Bank name	
6. Whether the firm/ agency is registered, attached copy of the certificate of registration and indicate WCT number	
7. PF number	
8. Service Tax Number	
9. PAN Number	
10. TIN Number	
11. Details of ISO certificate (Attach Proof)	

12. Experience with Govt./Semi Govt./ Autonomous Bodies during last 3 years along (attach documentary proof / certificate from concerned organization)

Year	Name of the organization	Contact person/ Telephone Number	Annual turn Over
2012-2013			
2013-2014			
2014-2015			
13. Details of the Similar work which have done by the contractor or in under process (please attach proof) as per Annexure VII			
14. Please attach the copies of the Annual certificate/ audited balance sheets for 2012-13, 2013-14 and 2014-15			

15. For mechanized housekeeping Manpower Deployment Required (Please fill manpower according category like super wiser, worker etc.)

S. No.	Description of Manpower	Estimated Nos.

16. Cleaning Chemical Required

S. No.	Description of Chemicals required	Estimated Required Quantity

--	--	--

17. Consumables Required:-

(Miscellaneous Consumables Like, Duster, Mops, Buckets, Glass Cleaning Kits, Telescopic Rods, Dust controllers etc.)

S. No.	Name of Consumable's	Estimated Nos.

*The Contractors increase or decrease the column as per their requirement.

18. Machines Required

S. No.	Name of Machines	Estimated Nos.	Estimated Cost

Date:

Name, Address, seal and signature of Contractor

ANNEXURE-VII

Commercial BID (To quote based on Annexure III)

(To be sealed and placed in Envelope -2 along with price format of part 'B' Envelope to be Super Scribed as 'Commercial Bid')

PRICE FORMAT Facility Management Services

Service Head	Cost on manpower Deployment (in Rs. Per month) as per Table 'A' given below	Cost of chemical etc. (in Rs. per month) As per Table 'B' given below	Cost of Consumables (Rs. per Month) As per Table 'C' given below	Rent of the Machines to be used in Cleaning (Rs. per Month) As per table 'D' given below	Total Amount (in Rs. Per month inclusive of taxes) (in Figures)
"Mechanized Housekeeping" At SCTIMST	A	B	C	D	E=A+B+C+D

Total Annual Cost of Manpower, Chemicals, Consumables and Rent of Machines.	
Amount In Rs.(Annually) In Figure F=Ex12	Amount In Rs.(Annually) In Words F=Ex12

** The contactor should provide complete details of Manpower, Chemicals, Misc. consumable, and Machines Consumables separately.*

Table-'A'

I) For mechanized housekeeping Manpower Deployment required: - (Please fill manpower according category like super wiser worker etc.)

S. No	Description of Manpower	Estimated Nos.	Cost (per person) (including Taxes if any) (Rs. Per month)
Total Cost of manpower			

Table- 'B' II. Cleaning Chemicals Required

S. No	Description of Chemicals required	Estimated Required Quantity per month	Cost (individual) (Inclusive of taxes if any) (Rs. Per month)
Total Cost of Chemical			

Table- 'C' III. Consumables Required (Miscellaneous Consumables Like, Duster, Maps, Buckets, Glass Cleaning Kits, Telescopic Rods, Dust controllers etc.)

S. No	Name of Consumable's	Estimated Qty	Cost (as per quantity) (including Taxes if any) (Rs. Per month)
Total Cost of Consumables			

Table- 'D' IV. Machines Required

S. No	Name of Machines	Estimated Nos.	Estimated Cost	Rent of Machine (Rs. Per month)
Total Rent of machines				

***The Contractors can also increase or decrease the column as per their requirement.**

Note:

1. The rates are to be quoted both in figures and words. No over writing or cutting allowed.
2. Rates to be quoted will be inclusive of all supervision charges, all taxes but exclusive of service tax. The service tax will be reimbursed by SCTIMST, Trivandrum if applicable.
3. The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of SCTIMST, Trivandrum in this regard shall be final and binding on the Contractor.

Date:

Name, Address, seal and signature of Contractor

ANNEXURE-VIII

CONTRACTOR SERVICES (EXPERIENCE) PROFORMA

S.No.	Name & Address of Client	Period From To---	Description / Nature of Services Completed Successfully	No. of Persons/employees Provided by the Contractor	Value of Contract	No and Detail machines provided by contractor	Remarks

NOTE: - WORK ORDERS & COMPLETION CERTIFICATIONS FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS PROFORMA.

Date:

Name, Address, seal and signature of Contractor

ANNEXURE - IX

A. Detail of all works of similar class completed during the last three years

S. No	Name of work/project and location	Owner of sponsoring organization	Cost of work in Crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/arbitration cases pending/in progress with details	Name and address/telephone no. of officer to whom reference may be made	Remarks

B. Detail of all works 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 commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/arbitration cases pending/in progress with details	Name and address/telephone no. of officer to whom reference may be made	Remarks

Date:

Name, Address, seal and signature of Contractor

ANNEXURE-X

Check List of the Documents to Be Submitted With the Tender

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S. No	Item	Confirm(Yes/No)
1	DD for Cost of Tender Document	
2	DD for Earnest Money Deposit	
3	Tender form with complete technical bid and Commercial bid, with all pages serially numbered , signed and stamped on each page	
4	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
5	Income tax returns of last three years.	
6	Attested Photo copy of PAN Card	
7	ESI Registration certificate copy with last three year payment details.	
8	EPF Registration certificate copy with last three year payment details..	
9	Service Tax registration certificate with details of the last payment	
10	Registration certificate under central labour law authorities. Copy of valid labour licence.	
11	Minimum wages payment/clearance certificate from LEO.	
12	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
13	Satisfactory completion of contract certificate from previous organizations. (Minimum three required)	
14	Annexure I to VII dually filled by contractor and attach original copy	

Date:

Name, Address, seal and signature of Contractor

Annexure III

SI No	<u>Ground Floor-A Block</u>	Area-Square feet	Cleaning Schedule	Cleaning Agent
	<u>BLOCK A-RECEPTION AND OPD</u>			
1	ENTRANCE	290.00	2 times dry mopping(7am& 2pm) and wet mopping once daily (8pm)	Floor Cleaning-Virex
2	RECEPTION	265.00	2 times daily 7am(dry)-8pm(wet)	Floor Cleaning-Virex
3	OPD Rooms(CMR,CMOP,CVTS)		2 times drymopping(7am& 2pm) and wet mopping once daily (8pm),waste picking twice(10am, 1pm)	Floor Cleaning-Virex
	1.1015 A,B,C,D	455.00	"	Floor Cleaning-Virex
	2. Rear side of Reception in front of Patient waiting area	300.00	"	Floor Cleaning-Virex
	3. Receptionist/MSW	125.00	Once daily (wet-8pm)	Floor Cleaning-Virex
	4. Asst. Security Officer	100.00	Once daily (wet-8pm)	Floor Cleaning-Virex
	5. Mother's Room	220.00	2 times daily 7am-8pm	Floor Cleaning-Virex
	6. Cardiology Admission	110.00	2 times daily 7am-8pm	Floor Cleaning-Virex
	7. 1011(1,2,3,4,5)	565.00	2 times dry mopping(7am& 2pm) and wet mopping once daily (8pm),waste picking twice (10am &1pm)	Floor Cleaning-Virex
	8. 1008 A,B,C,D(COTS)	575.00	"	Floor Cleaning-Virex

4	TOILETS-MALE	108.00	6 times daily - 8am,10am,12n,2pm,5pm,9pm	Detergent/soap & water, closet- harpic
5	TOILETS-FEMALE	108.00	6 times daily - 8am,10am,12n,2pm,5pm,9pm	Detergent/soap & water, closet- harpic
6	ECHO ROOM-NEAR ADMISSION ROOM	90.00	Once daily 7am	
7	X-RAY ROOM-1019	425.00	Twice daily 7am & 4 pm"	
8	HOLTER ROOM -1020(D)	} 468.00	Once daily 7am	
9	ECG ROOM-1020(C)		Twice daily-12pm & 8pm	
10	ECHO ROOM-1020(B)		"	
11	NURSING SUPERVISOR ROOM-1020(A)		Once daily 6am	
12	MRD	495.00	Once daily before 8 am	
13	SECURITY OFFICERS ROOM - NEAR MRD	130.00	Once daily 12pm	
14	CASH COUNTER-1005	63.00	Once daily 1pm	
15	ER MR ROOM-1004	66.00	"	
16	INFORMATION COUNTER-I 1001	240.00	"	

SI No	<u>BLOCK-A(GF)</u>	Area-Square feet	Cleaning Schedule	Cleaning Agent
1.	AUDITORIUM-I-1003	575.00	Once daily	
2.	STAIR CASE	440.00	Once daily	
3.	PASSAGE AND CORRIDOR AND WAITING AREA	3825.00	2 times dry mopping(7am& 2pm) and wet mopping once daily (8pm),waste picking twice(10am&1pm)	
4.	BLOOD TAKING ROOM	128.00	3 times daily(7.30am,11am &3pm)	
5.	WAITING AREA (OUTSIDE) including Coffee Counter	2100.00	4times daily - dry(11am,2pm),wet(7am&6pm)	
6.	GENTS TOILET NEAR PATIENT WAITING AREA	100.00	6times daily(8am,10am,12n,2pm,6pm,8pm)	Detergent/soap & water, closet-Harpic
7.	TOILET NEAR WAITING AREA LADIES	150.00	6times daily (8am,10am,12n,2pm,6pm,8pm)	Detergent/soap & water, closet-Harpic

SI No	<u>A-BLOCK-BASEMENT FLOOR</u>	Area Square feet	Cleaning Schedule	Cleaning Agent
1.	Oxygen Plant (Medical Block)	276.00	Once daily	
2.	PASSAGE (Medical Block), Basement	530.00	"	
3.	SUBSTATION (NEW)	1164.00	Once daily	
	<u>A BLOCK-FIRST FLOOR</u>			
1.	TMT ROOM-1109	225.00+ <u>25.00</u> 250.00	Once daily before 8 am	
2.	ECHO ROOM-1110	290.00	"	
3.	COMMON ROOM-1111	240.00	Once daily (11am)	
4.	1 st FLOOR-CORRIDOR /PASSAGE	1470.00	"	
5.	STAIR CASE	880.00	"	
6	CONSULTANT -1105	210.00	"	

SI No	<u>A BLOCK 2ND FLOOR</u>	Area Square feet	Cleaning Schedule	Cleaning Agent
1	CONSULTANT ROOM- 1205,1209,1210,1212 (210+220+165+160)	755.00	once daily	
2	ECHO ROOM-(NEAR 1201,CCU)	175.00	once daily before 8 am	
3	PG COMMON ROOM- 1211	200.00	"	
4	CORRIDOR/PASSAGE	1470.00	"	
5	STAIR CASE	880.00	"	
	<u>A BLOCK-3RD FLOOR</u>			
1	CONSULTANT ROOMS- 1308,1309,1310 (210+230+170)	610.00	Once daily	
2	PFT ROOM-1311	240.00	Once daily before 8 am	
3	3 rd FLOOR-CORRIDOR STAIR CASE	1470.00+ <u>880.00</u> 2350.00	Once daily	

<u>BLOCK A-4th FLOOR</u>				
CONSULTANT ROOMS				
1	1406 including adjacent toilets	340.00	once daily	
2	1407	140.00	"	
3	1408	150.00	"	
4	1409	150.00+ Toilet 30.00 <u>180.00</u>	"	
5	PG COMMON ROOM-1412	180.00	"	
6	EEG ROOMS-1413	330.00	once daily before 8 am	
7	1414	150.00+ <u>60.00</u> 210.00	"	
8	1415-A	130.00	"	
9	1415-2	140.00	"	
10	1414-3	140.00	once daily before 8 am	

11	1413-4	140.00	"	
12	EMG RROM-1417	150.00	"	
13	KREP ROOM-1421	195.00	"	
14	VAVF ROOM	110.00	"	
15	CORRIDOR WAITING AREA	1210.00+ 1470.00 <u>120.00</u> 2800.00	"	
16	STAIR CASE	880.00	"	
17	EEG REPORTS ROOM- 1419	100.00	"	
18	NEUROLOGY DEPT OFFICE-1420	90.00	"	

SI No	<u>BLOCK B-GROUND FLOOR</u>	Area Square feet	Cleaning Schedule	Cleaning Agent
1	PASSAGE	1720.00+ 100.00 <hr/> 1820.00	Once daily	
2	TOILETS NEAR CANTEEN -MALE	110.00	5 times daily 7am,10am,2pm,6pm,10pm	Detergent/soap & water, closet-Harpic
3	TOILET NEAR CANTEEN -FEMALE	70.00	5 times daily 7am,10am,2pm,6pm,10pm	Detergent/soap & water, closet-Harpic
4	DCE DEPARTMENT	2500.00	Once daily	
5	AC WORKSHOP	530.00	Once daily	
6	STAIRCASE	350.00	Once daily	
	<u>BLOCK-B 1ST FLOOR</u>			
1	PHYSIOTHERAPY DEPT	1470.00	"	
2	NURSING OFFICER'S ROOM	200.00	"	

3	SPEECH THERAPY ROOM	200.00	“	
4	AUDIOMETRY ROOM	130.00	“	
5	MOVEMENT DISORDER PROJCT ROOM	550.00	“	
6	TOILETS-MALE(2101)	110.00	4 times daily 8am,12pm,3pm,8pm	Detergent/soap & water, closet-Harpic
7	TOILETS-FEMALE(2102)	70.00	4 times daily 8am,12pm,3pm,8pm	Detergent/soap & water, closet-Harpic
8	CC LAB(2108)	1750.00	once daily	
9	COMPUTER DIVISION(2110)	750.00	once daily & computer cleaning at 1pm	
10	PASSAGE	1820.00	Once daily	
11	STAIR CASE 1 ST FLOOR B-BLOCK	350.00	“	

SI No	<u>BLOCK –B SECOND FLOOR</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	MS OFFICE STORE	100.00	Once daily- 8am	
2	DNS OFFICE(INCLUDING TOILET)	240.00	“	
3	NURSING EDUCATION LECTURER’S ROOM	170.00	“	
4	CONSULTANT ROOM 2207	170.00	“	
5	BIOCHEMISTRY RESEARCH LAB	550.00	“	
6	TOILETS-MALE	110.00	3 times daily 8am,2pm,8pm	Detergent/soap & water, closet-Harpic
7	TOILETS-FEMALE	70.00	3 times daily 8am,2pm,8pm	Detergent/soap & water, closet-Harpic
8	BLOOD BANK	3870.00	once daily	
9	MS OFFICE	1620.00	once daily before 8 am	
10	PASSAGE/CORRIDOR Upto SPBSC Main Building	2550.00	“	
11	STAIR CASE	350.00	“	
12	AUDITORIUM-2	1345.00	Twice weekly and as and when required	

	<u>BLOCK-B THIRD FLOOR</u>			
1	BIOCHEMISTRY RESEARCH LAB	550.00	Once daily	
2	TOILETS-MALE	110.00	3 times daily 8am,2pm,8pm	Detergent/soap & water, closet-Harpic
3	TOILETS-FEMALE	70.00	3 times daily 8am,2pm,8pm	Detergent/soap & water, closet-Harpic
4	MICROBIOLOGY DEPT	3780.00	Once daily	
5	PASSAGE/CORRIDOR	1820.00	Once daily	
6	STAIR CASE	350.00	Once daily	

SI No	<u>BLOCK –B FOURTH FLOOR</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	EPILEPSY OFFICE	170.00	Once daily	
2	MOVEMENT DISORDER OFFICE	550.00	“	“
3	MRD Deduct AHU	3780.00- <u>110.00</u> 3670.00	“	
4	TOILETS-MALE	110.00	3 times daily 8am,2pm,8pm	Detergent/soap & water, closet-Harpic
5	TOILETS-FEMALE	70.00	3 times daily 8am,2pm,8pm	Detergent/soap & water, closet-Harpic
6	PASSAGE	1820.00	Once daily	
7	STAIR CASE	350.00	“	

SI No	<u>BLOCK –C GROUND FLOOR</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	OPD SUPERVISORS ROOM	65.00	once daily	
2	PHARMACY	1370.00	“	
3	BANK	280.00	“	
4	HEART FAILURE CLINIC	430.00	“	
5	COFFEE COUNTER	200.00	3 times daily	
6	WAITING AREA NEAR COFFEE COUNTER	600.00	3 times daily	
7	TOILETS-MALE	180.00	6 times daily - 8am,10am,12n,2pm,5pm,9pm	Detergent/soap & water, closet-Harpic
8	TOILETS-FEMALE	160.00	6 times daily - 8am,10am,12n,2pm,5pm,9pm	Detergent/soap & water, closet-Harpic

9	CASH COUNTER & BILLING	370.00	Once daily	
10	STAIR CASE	480.00	“	
11	MRD	100.00	“	
12	NS OPD CONSULTING ROOM	1900.00	2 times daily Once before 8 am and once after 6 pm	
13	NM OPD CONSULTING ROOMS	1900.00	“	
14	OLD X-RAY ROOM	565.00	“	
15	INFORMATION COUNTER II	210.00	Twice daily	
16	EXAMINATION ROOM	170.00	2 times drymopping(7am& 2pm) and wet mopping once daily (8pm)waste picking once(11am)	
17	PASSAGE	2280.00+ <u>100.00</u> 2380.00	2 times drymopping(7am& 2pm) and wet mopping once daily (8pm),waste picking once(11am)	
18	WAITING AREA INSIDE OPD	1950.00	“	

SI NO	<u>BLOCK –C -FIRST FLOOR</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	CONSULTANT ROOMS 312,13,14,15,16,17,18,19,3103 A & B	3000.00	once daily	
2	NIC- Doctor's room	60.00	"	
3	STROKE-SWALLOW ASSESSMENT ROOM-3108 and 3109	125.00	"	
4	TOILETS-MALE(3120)	180.00	5 times daily 6am,10am,2pm,6pm,10pm	Detergent/soap & water, closet- Harpic
5	TOILETS-FEMALE(3104)	110.00	5 times daily 6am,10am,2pm,6pm,10pm	Detergent/soap & water, closet- Harpic
6	CORRIDOR	2380.00	once daily	
7	STAIR CASE	480.00	"	
	<u>BLOCK-C-SECOND FLOOR</u>			
1	PATHOLOGY, CELLULAR & MOLECULAR CARDIOLOGY LABS 3204-3210,3212-3226	4230.00	"	
2	CONSULTANTS ROOM 2 nos	370.00	"	
3	DMS ROOM 3211	185.00	"	
4	TOILETS-MALE(3228)	180.00	4times daily 8am,12am,2pm,6pm	Detergent/soap & water, closet- Harpic
5	TOILETS-FEMALE(3203)	160.00	4 times daily 8am,12am,2pm,6pm	Detergent/soap & water, closet- Harpic
6	CORRIDOR Upto end of Main building	1460.00	Once daily	
7	STAIR CASE	480.00		

SI NO	BLOCK-C-THIRD FLOOR	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	DOCTOR'S DUTY ROOM-3308	215.00	once daily	
2	PASSAGE	450.00	"	
3	STAIR CASE	480.00	"	
	<u>BLOCK-C-FOURTH FLOOR</u>			
1	ANAESTHESIA COMMON ROOM	200.00	"	
2	CORRIDOR	510.00	"	
3	STAIR CASE	480.00	"	

SI NO	<u>BLOCK-C-FIFTH FLOOR</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	DOCTOR'S DUTY ROOM	215.00	once daily	
2	STAIR CASE	480.00	"	
3	PASSAGE	450.00	"	

SI NO	<u>BLOCK-C -SIXTH FLOOR</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	CORRIDOR-FRONT OF CSICU	330.00	once daily	
2	CORRIDOR-FRONT OF COT	240.00	“	
3	STAIR CASE	480.00	“	
	<u>BLOCK-C -SEVENTH FLOOR</u>			
1	CONSULTANTS ROOMS	4200.00	“	
2	ANAESTHESIA STORE	190.00	“	
3	TOILETS-MALE	180.00	4 times daily 8am,12am,2pm,6pm	Detergent/soap & water, closet- Harpic
4	TOILETS-FEMALE	160.00	3 times 8am,2pm,6pm	Detergent/soap & water, closet- Harpic
5	PASSAGE	1450.00	once daily	
6	STAIR CASE	480.00	“	

SI NO	<u>BASEMENT FLOOR- COMMON</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	STORE (MAIN) Excluding room no. 311&312	3000.00	once daily	
2	DRIVERS ROOM	100.00+ <u>40.00</u> 140.00	"	
3	AC PLANT	2470.00	"	
4	OXYGEN PLANT-SURGICAL BLOCK	380.00	"	
5	STORE ROOM 311&312	700.00	"	
6	PASSAGE FROM MEDICALBLOCK TO SURGICAL BLOCK and including Surgical Block	4100.00	"	
7	WASTE SEGREGATION AREA	200.00	2 times daily	
8	IS&IR	6700.00	Once daily	

SI NO	<u>COURT YARD</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	BASEMENT PREMISES(yard) West side of spbsc MRI Ramp&outside waiting area	3020.00+ <u>2900.00</u> 5920.00	"	
2	HOSPITAL PREMISES(yard) Road&parking area,east&north side of SPBSC,middle block and medical block	23850.00	"	

SI NO	<u>BASEMENT FLOOR- COMMON</u>	Square Feet Area	Cleaning Schedule	Cleaning Agent
1	E.SUBSTATION Old	2650.00	“	
2	TAILORS ROOM	60.00	“	
3	TOILETS-MALE Block-B	180.00	3 times daily 6am,2pm,10pm	Detergent/soap & water, closet- Harpic
4	TOILETS-FEMALE	NIL		
5	CT ROOM	400.00	once daily	
6	MORTUARY	870.00	“	
7	STAIR CASE TO IS&IR	350.00	“	
8	PASSAGE In between front and rear block	270.00	“	
9	DIETARY	1870.00	3 times daily	
10	LAUNDRY	2600.00	3 times daily	

General Cleaning				
1.	SUNSHADES AND OUTSIDE CORRIDORS OF BLOCK A, B &C		Weekly , as and when required	
2	STAIRCASE WASHING		twice in a month	
3	LIFT CLEANING		twice daily	
4	WASTE COLLECTION FROM ALL AREAS		3 times daily	