



अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR



Address: Plot No. 2, Sector-20, MIHAN, Nagpur- 441108

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Ph. No. 0710-3295590

**Notice Inviting Tender for “Outsourcing of Service Provider for the Work of
 Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD”**

of

All India Institute of Medical Sciences, Nagpur

CRITICAL DATE SHEET

NIT NO.	AIIMS-NAG/Admin/Cleaning Work/OTE/22-23/11
Published Date	30/03/2023 Time 17:00 Hrs.
Bid Document Download / Sale Start Date	30/03/2023 Time 17:05 Hrs.
Pre-bid Meeting	05/04/2023 Time 15:00 Hrs.
Bid Submission Start Date	12/04/2023 Time 09:00 Hrs.
Bid Submission End Date	03/05/2023 Time 15:00 Hrs.
Bid Opening Date	04/05/2023 Time 15:00 Hrs.

1. Director AIIMS Nagpur invites online bids on single stage two bid system for “Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur”.
2. Tender document may be downloaded from AIIMS web site www.aiimsnagpur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATESHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted under any circumstance.
4. Bid documents may be scanned with 100 dpi which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the AIIMS web site www.aiimsnagpur.edu.in and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Nagpur.
6. **The Technical qualifications and documents required with technical bid are mentioned in Annexure –X**
7. **Agreement shall be executed by both parties (awarded Bidder & AIIMS Nagpur) as per Annexure - Y**

General Terms and Conditions: -

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process in online bidding, Bidder should be in possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.**
4. **Bid should be valid for 180 days** from the tender due date i.e. tender opening date.
5. The bidder must be having a valid labour license, ESIC, EPF, GST, PAN numbers and all other permissions, registrations, licenses etc. which are applicable in the present case, on the date of submission of bids.
6. Documentary evidence of all permissions, registrations, licenses etc. mentioned above must be enclosed with the tender document.
7. A copy of firm/company registration must be enclosed with the bid document.
8. The total area shown is approximate and may vary as per demand of the Institute at the time of placement of order and during the course of work.
9. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD will be liable to be forfeited.
10. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
11. All disputes shall be subject to Nagpur Jurisdiction only.
12. **AIIMS Nagpur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
13. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> at Administrative office of AIIMS Nagpur Premises at the prescribed time.
 - i. Financial bids of only those bidders will be opened whose technical bids are found suitable by the expert committee appointed for the purpose.
 - ii. No separate information shall be given to individual bidders.

iii. In comparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.

14. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc. must be submitted as part of technical bid.

15. Award of Contract

The Institute will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the highest total points (H1) on the bases of QCBS.

i) Notwithstanding the above, the Institute reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

ii) The bidder whose bid is accepted will be notified of the award of contract by the Institute prior to expiry of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

16. The competent authority reserves the right to reject the service if the same are not found in accordance with the required description/quality and make alternative arrangement at the risk & cost of contractor.

17. **EARNEST MONEY DEPOSIT [EMD]:-**

1. Earnest Money Deposit (i.e. ₹ 21,60,000/-) to be deposited in the form of **Insurance Surety Bonds/Account Payee Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) from any of the commercial Banks**. Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. The Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "**The Director, AIIMS, Nagpur**". The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) or any exemption certificate) must reach at Store Office, Ground Floor, Admin Block, Plot No. 2, Sector 20, MIHAN, Nagpur prior to opening of tender.

- No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Nagpur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited

- Tenders without Earnest Money will be summarily rejected.

- No claim shall lie against the AIIMS Nagpur in respect of erosion in the value or interest on the amount of EMD.

- If MSME firm (only Micro and Small Enterprises) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption.

- a) District Industries Centers (DIC)
- b) Khadi and Village Industries Commission (KVIC)
- c) Khadi and Village Industries Board
- d) Coir Board
- e) National Small Industries Corporation (NSIC)
- f) Directorate of Handicraft and Handloom
- g) Any other body specified by Ministry of MSME (MoMSME)
- h) Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum/Udyam issued by

MoMSME.

i) Startups firms as recognized by Department of Industrial Policy & Promotion (DIPP) is also exempted for depositing of EMD amount. Valid documents should be uploaded.

- The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

- EMD should remain valid for a period of 180 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

18. In case the service provider requires any clarification regarding the tender documents, they are requested to contact the Administrative Officer, AIIMS Nagpur through **e-mail: procurement@aiimsnagpur.edu.in** on or before end date of clarification as per critical date sheet.
19. The EMD of the successful bidder will be returned to them without any interest after the submission of Security Deposit/PSD.

Administrative Officer

For & on behalf of Director, AIIMS, Nagpur

TECHNO- COMMERCIAL BID

1. Hard Copies of EMD, and Undertakings given below should be submitted in sealed envelope at Central Store Office, Administrative Building, AIIMS Nagpur, MIHAN, Nagpur-441108 on or before the last date and time prescribed.
 - A. Original copy of undertaking duly signed & stamp on letter head of company. Acceptance of Terms & Conditions in the prescribed format given at **Annexure-I**
2. **Documents to be uploaded in the Techno-Commercial Bid at CPP Portal.**
 - i) Signed and scanned copies of the required documents shall be uploaded at CPP Portal (i.e. <https://eprocure.gov.in/eprocure/app>).
 - ii) Signed and scanned copy of Covering letter on Letter Head of the firm mentioning list of enclosures.
 - iii) Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Firm.
 - iv) Signed and scanned copy of GST Registration Certificate in the name of agency/firm.
 - v) Signed and scanned copy of PAN Card of the firm/agency.
 - vi) Signed and scanned copies of Total Annual Turnover of last **3 financial years** from **2019-20, 2020-21, 2021-22**. The bidders should have a Total Annual Turnover of **Rs. 5.00 (Five) Crores** or more in the field of providing Cleaning, Sanitation & housekeeping services business. Copies of last **3 (three)** financial years (i.e. **2019-20, 2020-21, 2021-22**) Balance Sheets, Profit and Loss Accounts duly certified by the Chartered Accountant with UDIN number required to be uploaded in the Technical Bid Document slot.
 - vii) Signed and scanned copy of ESIC registration certificate under the Employees State Insurance Act.
 - viii) Signed and scanned copy of EPFO registration certificate under the Employees Provident Fund Organization.
 - ix) Signed and scanned copy of the **Authority Letter** from Competent Authority of the Agency/firm in the name of Authorized official on Agency/firm's Letter Head.
 - x) Signed and scanned Check List of Techno-Commercial Bidding documents as per "**Annexure-III (A)**" in the Technical Bid Check List format must be uploaded in the respective Techno-Commercial Bid Documents slot of E-tendering system.
 - xi) Experience: The bidders must have successfully executed/completed similar services over last three years i.e. current financial year and last three financial years and are to be attached–
 1. **3 works order of a value Rs. 5 crores each minimum or**
 2. **2 works order of a value Rs. 6 crores each minimum or**
 3. **1 work order of a value Rs. 10 crores minimum**

FINANCIAL BID

Name of the E-tender: "OUTSOURCING OF SERVICE PROVIDER FOR THE WORK OF CLEANING, HOUSE-KEEPING & ALLIED SERVICES AT AIIMS, NAGPUR".

The Financial Bids must be submitted in the prescribed BOQ format on CPP Portal.

SECTION-I**INSTRUCTIONS TO THE BIDDERS (ITB)**

The bidders should sign & stamp on each page of the Bidding Documents and upload it on the provided E-Tendering Portal of CPP.

Overwriting should be avoided. Correction, if any, should be neatly corrected by crossing out, initialing, dating and rewriting. All documents of the Eligibility Criteria Documents should be duly signed, stamped, serially numbered and indexed legibly. Scanned copies must be uploaded on CPP Portal. Additional sheets, if any added should also serially numbered. During this process on later stage, if AIIMS, Nagpur requires for any documents related to this E-tender should be transmitted accordingly.

References, Information and **Experience Certificates** from the respective clients certifying suitability, technical knowledge or capability of the bidder should be signed by an Officer not below the rank of Director/Medical Superintendent/Head of Housekeeping Services/Executive Engineer or **authorized officer**. Scanned copies of the same are required to be uploaded.

The bidder may furnish any additional information, which he deemed to be necessary for suitability of their capabilities for successful completion of envisaged work. However, it is advised that the superfluous information not to be furnished. No information shall be entertained after submission of eligibility criteria documents unless it is called for by AIIMS, Nagpur.

Any information furnished by the bidder found to be incorrect or false either immediately or at a later stage would render him liable to be debarred from e-tendering and taking up of the work in AIIMS, Nagpur.

2. DEFINITIONS: -

In this document, the following words and expressions have the meaning hereby assigned.

“Employer” shall mean the “DIRECTOR, AIIMS NAGPUR”, acting through the Deputy Director (Administration).

“AIIMS Nagpur” shall mean All India Institute of Medical Sciences, Nagpur.

“Director” shall mean the Director of AIIMS, Nagpur and/or also his successor and/or any officer authorized by him.

“Contractor”/**bidder**/Tenderer shall mean the individual of the firm or company whether incorporated or not, undertaking the contract and shall include legal representatives of such individual or persons comprising of such firm or unincorporated company or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company. This shall be synonymous with term “Tenderer” used in entire e-Tendering document. It shall mean the successful “Tenderer”.

“Services” shall mean the **Work of Cleaning, Sanitation & allied services in OPD & IPD of AIIMS Nagpur** by the Contractor as stated in the contract. It shall include Cleaning, Housekeeping and other Allied services as prescribed in the E-tender document.

“Contract Agreement” shall mean & includes the Terms and Conditions of the Tender, Letter of Acceptance/Notification of Award/Offer/Agreement and mutually accepted conditions & Conditions in the authorized correspondence with offer by the AIIMS Nagpur and any other document part of the Contract Agreement.

“Contract Amount” shall mean the sum/amount quoted by the Contractor in the offer which is accepted by the AIIMS Nagpur.

“Competent Officer/Authority” shall mean any officer authorized by The Director, AIIMS, Nagpur to act on behalf of the AIIMS Nagpur.

“Approved” shall mean also approved in writing including subsequent confirmation of previous verbal approvals. “Approval” shall mean approval in writing including as aforesaid.

“Specification” means the specification referred in the E-tender document and any modification thereof or addition or deduction or alteration thereto as may be furnished or approved in writing by the Competent Authority. In case no particular specification is given, then Bureau of Indian Standards specifications shall apply.

“E-tender” shall mean the Contractor’s offer price to AIIMS, Nagpur for the providing **Service for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur** and removal of any defects under provisions of the contract.

“Letter of Acceptance/Notification of Award/Firm Order” means the formal acceptance notification issued by AIIMS, Nagpur.

“Commencement Date” means the date of receipt of the **consent letter** from the Contractor for commencement of its services at AIIMS, Nagpur.

“Time of Completion” means the Time/Service contract period for completing the offered services or any part thereof.

“Annexure” shall mean the relevant annexure as appended in this tender document or part of the Contract Agreement executed after award of work by the successful bidder.

“MS” shall mean Medical Superintendent, AIIMS, Hospital, Nagpur.

“Years” means “Financial Years” unless stated otherwise.

3. METHOD OF APPLICATION: -

The interested Bidders submit their E-tenders under Two Bid System as per details mentioned in the Section-II of General Condition of this bid t at Clause No. 16. If the bidder is an individual entity, application shall be duly signed, stamped on each page by him with full type written Name, Present Address, Correspondence and Contact details etc.

If the bidder is a proprietary firm, the application shall be signed by the proprietor with full type written Name, Full Name and Firm’s present Address and Permanent address with contact details.

If the bidder is partnership firm, application shall be signed by all the partners of the firm with full type written names, present addresses & permanent address and contact details or alternatives, by a partner holding power of attorney for the firm. A certified copy of the partnership deed and present & permanent addresses of all the partners with their contact numbers of the firm should a company with the application.

If the bidder is limited company or a corporation, the application shall be signed by a duly authorized person holding power of attorney for signing the documents/application. The bidder should also furnish a copy of the Memorandum of Articles of Association duly attested by a Public Notary.

4. FINAL DECISIONMAKING AUTHORITY:

The AIIMS Nagpur reserves the right to accept or reject any of the bids and/or to reject all the bids at any time/stage without assigning any reason thereof or incurring any liability to the bidders.

5. PARTICULARS PROVISIONAL:

The particulars of the work given in Section-III in the Detailed Scope of work for Cleaning, Housekeeping & Allied Services are provisional. They are liable to change as per future requirements and it must be considered by the contractor on the information by AIIMS, Nagpur.

6. ELIGIBILITY CRITERIA FOR QUALIFICATION:

E-tenders can be downloaded by any individual/firm. However, only those bidders who meet the eligibility /experience criteria shall be considered for evaluation of the Technical Bid. The eligibility/experience criteria shall be as mentioned below. Tenderer shall submit documentary proof/evidences (in Technical Bid) failing which their E-tender will be summarily rejected. Bids do not qualify required eligibility norms, shall be considered non-responsive and rejected without any further evaluation. The bidders who meet the following criteria shall only be considered for opening of their Financial Bids.

a) EMD of Rs. **21,60,000/- (Twenty One Lakh Sixty Thousand only)** in the form of Insurance Surety Sign & Stamp of Bidder

Bonds/Account Payee Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) in the format given at "Annexure-V" from Commercial Bank, in favor of "The Director, AIIMS, Nagpur" valid for a period of **180 Days**.

b) E-tender Document fee is Nil as per provision under GFR.

c) Original copy of an undertaking on **Letter head of Company** in the given format at **Annexure-I** which should be duly sign & stamp.

Documents required to be uploaded in the Techno-Commercial Bid Document of E-tender System/Solution:

- i) Signed and scanned copies of tender documents at <https://eprocure.gov.in/eprocure/app>)
- ii) Signed and scanned copy of covering letter on letter head mentioning list of enclosures.
- iii) Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Firm.
- iv) Signed and scanned Copy of GST Registration Certificate in the name of agency/firm/Company.
- v) Signed and scanned copy of GST returns filed for the last two quarters of financial year
- vi) Signed and scanned copy of PAN Card of the firm/agency
- vii) Signed and scanned copies of at least **03 Years'** experience in Sanitation & Housekeeping Services in Govt./Private Hospital/commercial establishments (Hotels, Malls, Airports, Railway Stations) etc. Details of experience in last three years should be submitted as per **Annexure-II**. Proof of successful execution along with certified copies of the award/agreement of the above mentioned works should be submitted).
- viii) Signed and scanned copies of **Average Annual Turnover of Rs. 12.00 crores** in the last **03 financial years** i.e. **2019-20, 2020-21 & 2021-22**. **A certificate to this effect from Chartered Accountant with UDIN Number should be provided.**
- ix) Signed and scanned copy of registration certificate under Employees State Insurance Act. (ESIC)
- x) Signed and scanned copy of registration with Employees Provident Fund Organization (EPFO)
- xi) Signed and scanned copy of Letter of Authority from Competent Authority of the Agency/Firm in the name of Authorized official on letter head of the agency/company.
- xii) Signed and Scanned Check list of Techno-Commercial Bid documents required as per "**Annexure-III (A)**" in the Technical Bid Check List format must uploaded in the respective Techno Commercial Bid Documents Slot in the E-tendering solution.

7. BID OPENING:-

- i) The authorized representatives/Committee nominated by the Director, AIIMS, Nagpur will open the Prequalification/ Technical Bids at the appointed place and time at AIIMS, Nagpur.
- ii) The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.
- iii) Conditional bids will also be summarily rejected.
- iv) Subsequently, the selected technical bids will be evaluated as per the methodology given in the Clause No. 8 of bid documents.
- v) Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders on the date of Financial Bid opening, which may intimated separately to Technically Qualified Bidders only. Bidders or of their representatives, who are interested to attend the opening of Bids at the appointed place and time at AIIMS Nagpur can also attend.

8. TECHNICAL AND FINANCIAL BID EVALUATION METHOD AND WEIGHTAGE: *(Adapted the criteria for Bid Evaluation from Office of the Comptroller and Auditor General of India, New Delhi e-tender for "Hiring of Manpower Services (Unskilled, Semi-Skilled, Skilled, Highly Skilled, Clerical and Non-Technical Supervisory staff) to work a from the year 2019-20onwards)*

The bidder should be required to fulfill all the Eligible Criteria for Qualification as mentioned in Clause No. 6 above. Only such bidders who fulfilled these criteria will be technically shortlisted for opening of their Financial Bids.

The bidder will further be liable for disqualification if it has:

- i) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the e-tender document.
- ii) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/weaknesses, unsatisfactory performance etc.
- iii) If the bidder or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their bid will be summarily rejected.

9. The e-tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Financial Evaluation.

10.(A) Technical Bid Evaluation Criteria: -

The Technical Bid Evaluation Committee constituted by the Director, AIIMS Nagpur to evaluate the Technical Proposals on the basis of their responsiveness to the e- tender terms, Applying the Evaluation Criteria, Sub-criteria and Point system specified.

During the Technical Bid Evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:-

Technical Bid Evaluation Criteria and weightage matrix for Technical Bid Evaluation adopted at AIIMS Nagpur [Total Marks: 100 marks]

Sl. No	Eligibility Criteria	Marks to be given as below during Evaluation	
		Marks	Maximum marks
1.	1. Total Years of Experience in the field of handling Housekeeping services (Determined from years of incorporation) Firms having less than 03 year's experience will not be considered. (25 Marks) a) Minimum 3 years b) > 3 up to 5 years c) > 5 up to 8 years d) > 8 up to 10 years e) > 10 Years	5 10 15 20 25	25
2.	Total Annual Turnover in the Business of providing housekeeping services (determined from last FY 2021-22) Balance sheet with profit and loss Accounts figures duly certified by the Chartered Accountant). Firms having less than 5crores turnover will not be considered. (25 Marks) a) Rs. up to 5Crores b) Rs. > 5 up to 7Crores c) Rs. > 7 up to 10Crores d) Rs. > 10 up to 12 Crores e) Rs. >12 Crores	5 10 15 20 25	25
3.	Total number of Manpower (Determined from Form 9A EPF & 5- Return of Contribution to ESI) provided by the firm. (25 Marks) a) Up to 200 nos. b) > 200 to 300nos. c) > 300 to 400nos. d) > 400 to 500 nos. e) > 500 nos.	5 10 15 20 25	25

4.	Training, Site Visit, satisfactory work performance & work plan presentation. (Total 25 Marks)		
	a) Tie up for Vocational training in Sanitation from Govt. approved Institutes.	10	
	b) Satisfactory Performance & work Plan: Performance certificate issued by organization head, M.S. Or authorized nominee { certifying total manpower, duration of the contract, complaints, number of penalties & their quantum, warnings & show cause notices } and/or site visit by a committee. Presentation of the work plan in consonance with the tender document and guidelines, not more than 15-20 min. Visit to healthcare organization where the bidder is providing sanitation services.	15	25
	TOTAL MARKS		100

The price bid of only those bidders who qualify the Technical Qualifications and **Score minimum 60% marks** shall be considered.

10(B) FINANCIAL BID: - The financial bid shall be open online as per scheduled date and time.

L1 will not be decided on service charge of less than 3.85% and will be treated non-responsive bid if service charge quoted less than 3.85%. The bidder shall quote percentage up to 2 decimal point. If the bidder quote percentage with more than 2 decimal points then up to two decimal point will be taken into consideration without rounding up.

10(C) Evaluation and comparison of bids: 70% weightage shall be given to technical evaluation and 30% to financial evaluation. The technical score shall be assigned to total technical (TS) score out of maximum 100 points.

10(D) Formula for financial evaluation: $F_n = F_{min} \times 100 / \text{financial quote of bidder under consideration}$. F_n = Normalized Financial Score for the bidders under consideration

Composite score of the bidder = $TS \times 0.7 + F_n \times 0.3$

The Highest Marks shall be deemed as successful bidders. The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered for further process.

11. CLEANING MACHINE: Bidder should furnish the list of Cleaning Machine and equipment to be used in carrying out the work in **Form- "G"**. Details of any other plant & equipment required for the work not included in **Form- "F"** and available with the applicant may also be indicated. Bidder has to submit the copy of purchasing bill and warranty cards of Cleaning Machine at the time of award of tender and also has to keep the record of maintenance and service of the machine.

12. AWARD CRITERIA:

AIIMS, Nagpur reserves the right, without being liable for any damages or obligation to inform the bidder to:

- Amend the scope and value of contract to the bidder.
- Reject any or all the applications without assigning any reason.
- Any effort on the part of the bidder or his agent to exercise influence or to pressurize the AIIMS Nagpur would result in rejection of his bid. Canvassing of any kind is prohibited.

Intimation to Successful Tenderer.

The acceptance of E-tender may be communicated to the successful Tenderer in writing through Letter Sign & Stamp of Bidder

of Acceptance/Notification of Award or otherwise either by the E-tender opening authority or any Competent Authority of the AIIMS Nagpur.

Execution of Contract Document.

The successful Tenderer after furnishing the Initial Performance Security Deposit as per the Section-II, General Conditions of Contract (GCC) vide Clause No.8, is required to execute an Agreement in duplicate in the form attached with the E-tender Documents on a Non Judicial stamp paper worth of Rs. 500/-. The Contract Agreement should be signed within 15 days from the date of issue of Letter of Acceptance/Notification of Award by the AIIMS Nagpur. The Contract will be governed by the Contract Agreement, the General Conditions of the Contract (GCC) and other relevant documents as specified in the Contract Agreement. It shall be incumbent on the successful Tenderer to pay stamp duty for the Contract Agreement, as applicable on the date of the execution (if applicable) **(BID DOCUMENT SHALL ALSO BE FORMED AS A PART OF THE AGREEMENT)**.

SECTION-II

General Conditions of Contract (GCC)

1. NOTICE INVITINGE-TENDERS:

Sealed E-tenders in Two Bid System by and on behalf of “**The Director, AIIMS Nagpur**” invited from eligible bidders for the Work of Cleaning, Sanitation & allied services in OPD & IPD of AIIMS, Nagpur as specified in the Detailed Scope of Works as mentioned in Section-III.

2. LANGUAGE OF E-TENDER / CONTRACT:

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

3. CLARIFICATIONS BY TENDERER:

Intending Tenderer will be allowed to seek clarification in specifications, Conditions of Contract, etc. in writing to AIIMS Nagpur in the Pre-bid meeting on the date mentioned in the E-Tender Schedule at MS Office Annex. AIIMS Nagpur Hospital, MIHAN, Nagpur-441108 and AIIMS Nagpur will upload clarifications (if any) in the AIIMS Nagpur website www.aiimsnagpur.edu.in and <https://eprocure.gov.in/eprocure/app> for all the intending Tenderers information and all intending bidders are advised to visit above said AIIMS Nagpur website and e-tendering portal regularly till the finalization of E-tender for updated information related with this E-tender. The Pre-Bid Meeting Clarifications/Amendments (if any issued by AIIMS Nagpur) shall be the form part of the E-tender Document and shall prevail in case of any dispute with E-tender Conditions floated through E-tender. The clarification issued by AIIMS Nagpur shall be treated as final.

4. VALIDITY PERIOD OF TENDERERS AND CONTRACT:

The E-tender shall be valid for a period of **180 days** from the date of its Technical Bid Opening and may be further be extended, if AIIMS Nagpur is requested in writing for to do the same and the if tenderer is willing to extend the same on the same rates mentioned in his bid for further period.

Period of Contract: The Contract shall be for an initial period of **One Year**, which is extendable for further period of **One Year** with mutual consent & understanding, if the services of the Outsourced Housekeeping Contractor found satisfactory.

Requirement of sanitary attendants shall be approximately 300 per day as per initial bed capacity (550 Beds) of AIIMS Nagpur. The same will be gradually increasing when AIIMS NAGPUR is fully operational and when bed strength may increase up to 960 beds.

5. EARNEST MONEY DEPOSIT OF RS. 21,60,000/- (Twenty One Lakh Sixty Thousand Only): -

The Tenderer shall deposit the amounts indicated as above in the E-tender Notice as Earnest Money Deposit (EMD) in the form of Insurance Surety Bonds/Account Payee Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) from any of the commercial Banks. The Earnest Money shall be deposited in the form of FDR/Bank Guarantee/Demand Draft in favor of “**The Director, AIIMS Nagpur**”, payable at Nagpur and should be valid for the period of **180 Days** and must accompany with Technical Bid Document. The failure or omission to deposit the Earnest Money Deposit shall disqualify the E-tender and the AIIMS Nagpur shall exclude from its consideration such disqualified E-tender(s). No interest shall be payable by the AIIMS, Nagpur in respect of such deposited Earnest Money. If any Tenderer interested to submit EMD in the form of Bank Guarantee (BG), the format is given at **Annexure-‘V’** of the E-tender Document.

6. REFUND OF EARNEST MONEY:

The Earnest Money of unsuccessful Tenderers shall be refunded **within 30 days** after the issue of Letter of Acceptances/Notification of Award to successful Tenderer and EMD of successful bidder will be refunded on receipt of required original Performance Guarantee in favour of **The Director, AIIMS Nagpur**.

7. FORFEITURE OF EMD:

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

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

8. PERFORMANCE SECURITY DEPOSIT:-

The Successful L-1 bidder shall submit an irrevocable Performance Guarantee of **3%** (three percent) of the bid amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the Contract Agreement, (not withstanding and/or without prejudice to any other provision in the contract) **within 30 Days** from the Date of issuing of Letter of Acceptance/Notification of Award by AIIMS, Nagpur. This guarantee shall be in the form of **Insurance Surety Bonds/Account Payee Demand Draft/ FDR or BG (including e-Bank Guarantee)** from a Commercial Bank, valid for **90 days** beyond the contract period (if given in BG form the format given in **Annexure-VI**) of any Commercial bank in accordance with the form annexed hereto in favor of **The Director, AIIMS Nagpur**, Payable at Nagpur. In case a Fixed Deposit Receipt of any Bank is furnished by the contractor to the Government as part of the Performance Security Deposit and the Bank is unable to make payment against the said Fixed Deposit Receipt, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to the Government to make good the deficit.

The Performance Security Deposit shall be initially valid for the period of 27 Months. In case the time for completion of work gets enlarged, the contractor shall get the validity of Performance Security Deposit shall be extended to cover such extended time for completion of work. After recording of the completion certificate for the work by the Competent Authority, the Performance Security Deposit shall be returned to the contractor, without any interest.

In the event of the contract being terminated or rescinded under provision of any of the Clause/Condition of the agreement, the Performance Security Deposit shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS Nagpur.

9. COST OF E-TENDER AND IT SPROCESS:

The Tenderer shall bear all costs associated with the preparation and submission of its E-tender. The AIIMS shall in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the E-tendering Process.

10. ELIGIBLE TENDERER:

Only those Tenderer, who fulfill the eligibility criteria and able to upload all the desired documents copies on e-tendering portal as mentioned in E-tender Document are eligible to submit their E-tender for this work. The documents indicated against each of the eligibility criteria shall be required to be uploaded in the technical bid slot of e-tendering portal of AIIMS Nagpur to establish the eligibility of the Tenderer. However, all criteria mentioned in the Eligibility Criteria of the E-tender Document over-rides all other criterions.

11. RELATIONSHIP WITH OFFICIAL (S):

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

12. INSPECTION OF SITE AND SUFFICIENCY OF E-TENDER: -

The Interested Tenderer is expected to work out their own rates based on the detailed description of works, required items, requested specifications and conditions, Statutory Taxes and finally arrive at the cost of the Housekeeping Work/Services. The Tenderer shall be deemed to have satisfied itself before e-tendering as to correctness and sufficiency of its E-tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the Housekeeping Works/Services. Where necessary, before submitting its Commercial Bid the Tenderer should inspect and examine the AIIMS Nagpur site and its surroundings and shall satisfy itself about form and nature of the Site, the quantities and nature of the Housekeeping Work/Service and materials necessary for the completion of the Works/Services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances, which may influence or affect its E-tender. No extra charges consequent on any misunderstanding or otherwise shall not be allowed and paid by AIIMS Nagpur.

Work Plan: - The Tenderer must upload a complete work plan indicating floor wise & shift wise deployment of staff & machines (type, brand etc.) The tenderer must also specify a frequency of different cleaning services e.g. hourly, shift wise etc. After opening of the technical bid, these plans may be harmonized & the eligible tenderer may be asked for Presentation for the same. Bids submitted without the work plan shall liable for rejection.

13. The Bidder shall quote their Prices in the Financial Bid in the Excel sheet format in Financial Bid slot of E-Tendering portal online only.

14. Important Points to be noted by the Tenderer during preparation for their Bid:

On receipt of blank E-tender form the Tenderer should ensure that no corrections or over writings or erasures are left for attestation by the competent authority of the AIIMS Nagpur.

The Bid is required to be submitted in Two Bid System i.e. Technical Bid and Financial Bid. The Bidder is only need to be submitted the required original hard copies of the indicated documents in sealed Technical Bid Envelope only. All rest Technical Bid documents scanned copies is needed to be uploaded in the E-Tendering portal in the Technical Bid Slot.

The financial bid shall be inclusive of all applicable Taxes, Local Taxes and statutory liabilities, etc. to be paid by the Tenderer for the Work/Service and any claim for extra payment on any such account shall not be entertained and paid by AIIMS Nagpur. The bidder will quote their prices online only in the given excel sheet format in thee-tendering portal in Financial Bid Slot.

No alterations or additions anywhere in the E-tender Document are permitted. If any of these are found, the E-tender may be summarily rejected.

In case of a firm, each partner or power of attorney holder shall sign the E-tender and the signatures shall be attested as witness by a reputed person in the space provided for the purpose. The attested copies of power of attorney of person signing the E-tender shall be enclosed with the E-tender. The power of attorney shall be signed by all partners. In case of Private limited /public limited companies, the power of attorney shall be supported by Board Resolution and appropriate and adequate evidence in support of the same shall be uploaded.

All pages and pasted slips should be properly page numbered and duly signed & Stamped by the Tenderer. Corrections, if any, must be signed & stamped and legible scanned copies are needed to be uploaded.

No page shall be added or removed from the set of E-tender Document by the Tenderer.

The Tenderer shall submit the E-tender which satisfies each and every condition laid down in this E-tender Document, failing which the E-tender will be liable to be rejected. Conditional E-tenders shall be liable for rejection.

15. PROCESS TO BE CONFIDENTIAL:

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

16. PRELIMINARY SCRUTINY:

The reserves the right of such waivers if it is felt in the interest of the AIIMS Nagpur on the sole discretion of Director, AIIMS Nagpur will scrutinize the E-tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the E-tenders are generally in order. The AIIMS Nagpur will also determine the substantial responsiveness of the Tenderer. For purpose of these clauses, a substantially responsive E-tender is one that confirms to all the terms and conditions of the E-tender Documents without material deviations as per the documents & conditions requested in the eligibility criteria. The AIIMS's Nagpur determination of an E-tender's responsiveness is to be based on the contents of the E-tender itself without recourse to extrinsic evidence.

An E-tender determined as not substantially responsive will be rejected by the AIIMS Nagpur and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS Nagpur may waive any minor infirmity or irregularity in an E-tender which does not constitute a material deviation. This shall be binding on all Tenderers and the AIIMS Nagpur.

17. CLARIFICATION OF OFFERS:

To assist in the scrutiny, evaluation and comparison of E-tenders, the AIIMS Nagpur may, at its discretion, ask some or all Tenderer for any Technical Clarification related to their E-tender. The request for such clarifications and the response shall be in writing. To speed up the E-tender process, the AIIMS Nagpur, at its discretion, may ask for any Technical Clarification to be submitted by means of facsimile/email by the Tenderer. In such cases, original copy of the document describing the Technical Clarifications must be sent to the AIIMS Nagpur by means of courier/in person/ if required AIIMS Nagpur officials may visit the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check the credential of the Bidder Company.

18. PARTIES TO THE CONTRACT:

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

19. CONTRACT AGREEMENT DOCUMENT:

The several documents forming the Contract Agreement shall be taken as mutually explained to one another, but in case of ambiguities or discrepancies the same shall be explained and harmonized by the Competent Authority (i.e. Director, AIIMS Nagpur), who shall issue to the Contractor necessary instruction there on and in such event unless otherwise provided in the contract the priority of the document forming the Contract Agreement shall be as follows: -

- (i) Contract Agreement should be executed on Non-Judicial Stamp Paper worth of Rs.500/-.
- (ii) Letter of Acceptance/Notification of Award.
- (iii) Instructions to Bidder
- (iv) The General Conditions of Contract.
- (v) Minutes of Pre-Bid Meeting/clarifications/Amendments/Corrigendum's (if any).
- (vi) Any other correspondence exchanged between the parties in connection with the Contractor's Offer.
- (vii) Performance Security Deposit.

20. LOCAL FUNCTIONAL OFFICE AT NAGPUR CITY:

The participating Housekeeping Service Provider Agency should have local Functional Office based at Nagpur City to handle AIIMS Nagpur Housekeeping Services work contract efficiently.

21. QUALITY OF SERVICES:

All Services to be supplied by the contractor shall be in conformity with the specifications laid down in the Contract. The services supplied under the Contract must be of the highest quality and standard. The quality of service will be assessed on the basis of Monthly score submitted to the Medical Superintendent and Sign & Stamp of Bidder

22. INSPECTION OF SERVICES:

The AIIMS Nagpur will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications through nominated Nodal Officer for Housekeeping Services. The Director, AIIMS Nagpur or his nominee shall be entitled at any time to inspect the services.

23. REPORTING & PENALTIES FOR QUALITY ASSURANCE

The following reports required to be submitted by the vendor:-

- (i) A daily report of staff present on duty in all the shifts should be submitted.
- (ii) A daily report of the status of the equipment and its utilization should be submitted.
- (iii) A daily report of the washing undertaken should be submitted.
- (iv) A daily report of the chemicals and the consumables used should be submitted
- (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 should be submitted.
- (vi) A monthly feedback report from the user areas as based on Key Performance Indicators (KPI) should be submitted.
- (vii) A centralized complaint reporting and redressal mechanism to be managed by the bidder. The redressal has to be certified by the complainant.
- (viii) Any other reporting mechanism as desired by AIIMS, Nagpur.

24. PENALTY CLAUSES:

- (i) In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the AIIMS Nagpur reserves the right to impose the penalty as detailed below:

Offences	Penalties (In Rupees)
Workers found without photo ID in AIIMS Nagpur during duty Hours.	300/- per instance.
Worker not found in proper Uniform.	500/- per instance.
Indulging in smoking/ drinking/ sleeping or any other misconduct during duty hours by the worker at AIIMS Nagpur.	1000/- with removal of the offender from service.
Duty performed by a worker for more than one shift in 24 hours at AIIMS Nagpur.	With Due permission from the Sanitary/authorized Officer, linked to Biometric attendance system, Not more than 5% of the total attendance. Penalty of 500/- per instance
Unsatisfactory performance	Adverse report by sanitation & Hygiene Committee and Floor wise committee for Inspection: 10000/- per instance. Adverse Monthly Report: 20,000/- per report
Machine out of order/deploying lesser no. of machines.	4000/- per machine per day
Wrong/Improper chemical used.	5000/- per instance
Absenteeism/Under deployment	2000/- per instance
Complaints are not registered or not redressed.	1000/- per instance
Absence of personal protective gears	400/- per instance
For any other breach, violation or contravention of any terms and conditions.	Rupees 10,000/- will be imposed per day
In case the services remain consistently Un satisfactory for a period of more than one week.	Penalty of 5% of the Monthly Bill value will be imposed and deducted.

- (ii) 2% of total annual cost of bid per week up to 2 weeks delayed, 30 days given time for non-execution of Contract Agreement after issue of a Letter of Award/Notification of Work by AIIMS,

Nagpur.

- (iii) After 2 weeks, AIIMS, Nagpur reserves the right to cancel the award of Contract and/or withhold the Agreement and offer of award of work to L-2 bidder on L-1 Bidder's rates. The defaulting L-1 bidder will be debarred for a period of **3 years** (i.e. 2 terms). The EMD/Bid Security so deposited by such default contractor shall be forfeited.
 - (iv) Equipment so provided at AIIMS, Nagpur for Cleaning, Housekeeping & Allied Services should always be 100% ready and updated. The contractor will be responsible for immediate repairs of its equipment to use in AIIMS, Nagpur for such services.
 - (v) The amount payable for the preceding month will only be released after submission of their Monthly Bill along with certification of satisfactory performance obtained from each of Floor In-charge/Medical Superintendent office/Authorized Officer nominated by AIIMS, Nagpur. Penalty so imposed will be recovered from the preceding monthly bills or from the performance security deposit. If penalty amount deducted from the performance security deposit, the bidder will have to deposit the same amount before release of future payments.
 - (vi) In case of any damage/loss/theft of property attributed to the personnel deployed by the contractor, the cost of the same will be recovered from the service provider/agency.
- (vii) Adverse report will be generated if level of monthly score falls below 75 percent. In case of more than two consecutive report are noticed, for termination of contract may be issued by the institute if deemed fit.**

25. CONTRACT PRICE:

- (i) The Contractor shall be paid the contract Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee). month. The Contract Price shall cover all expenditure incurred on staff, establishment, machineries & equipments, maintenance & repairs of machines, spares, consumables and any other expenses as agreed upon.
- (ii) The rates agreed between the AIIMS, Nagpur and the Contractor is inclusive of all statutory charges exclusive of GST which should be mentioned separately in the monthly bill submitted by the Contractor for payment against services provided.
- (iii) The GST on the prevailing rules shall be deposited by the contractor to the concern authorities (for his part) and for claiming the GST of contractor's Liability Part, necessary receipts/challans of the concerned department has to be submitted with each preceding monthly Bills. The Employer part shall directly be deposited by AIIMS, Nagpur to concern authorities on monthly basis.
- (iv) The Contractor shall pay all the statutory liabilities directly to concern authorities/departments of Central/State Governments. The AIIMS Nagpur shall not take any responsibility for any kind of statutory liabilities to any Government, quasi-Government or stator bodies at stage.
- (v) All statutory charges including GST and other levies on material/services by any source like GST Act etc. shall be borne by the Contractor.

- 26.** The Contractor shall submit the self-attested copy of Certificate of Registration under Contract Labour (R & A) Act 1970 for offering their services at AIIMS Nagpur within the 30 Days of commencement of it services at AIIMS, Nagpur.

27. PAYMENTS:

- (i) The rates quoted shall be inclusive of all Work Contract tax, Cess, ESI, EPF, Bonus or any other statutory liabilities levies by the Central or State Govt. or Local Body, except the GST. GST shall be paid by the contractor to concerned Department and it will be reimbursed after satisfying that it has been actually and genuinely paid by the contractor. The rates shall be firm and fixed and shall not be subject to any change on any case or condition whatsoever, and shall hold well till completion of supply of the Services at AIIMS, Nagpur. Bills for Services supplied under this contract shall be prepared and submit in triplicate by the Contractor at the end of every month. The payment of bills will be made by Account Payee Cheque drawn in the name of the Contractor or through Electronic Clearing System (E.C.S.). It may be noted that under the provision of the Indian Income Tax Act, AIIMS, Nagpur will deduct TDS at source at **applicable rates** from the

gross amount of each bills.

- (ii) The payment against bills shall be made every month by AIIMS, Nagpur within 30 days from the date of receipt of bill subject to being certified and complete in all respect. The bill has to be accompanied by the exact data of personnel employed plus other charges as per rates quoted in Financial Bid at **Annexure-IV**, which should be certified by authorized officers/employee of AIIMS, Nagpur on a daily basis. The contractor shall disburse the wages/salary to its personnel deployed in AIIMS, Nagpur every month through **ECS** in their respective bank accounts by 10th of every month. Payment made by the contractor to their employees through banks every month and certified copies of the same to be submitted along with the monthly bills by 15th of every month. If the contractor fails to pay wages/salary including statutory liabilities to its employee as deployed at AIIMS, Nagpur within stipulated time; AIIMS Nagpur have right to pay employees from their performance guarantee/Security deposits and necessary action for debarring the bidder for 3 (Three) Years shall be taken.
- (iii) The contractor will have to deposit the proof of deposits of each employee contribution towards EPF/ESI etc. in every month and has to obtain an **affidavit on non-judicial stamp paper of Rs 100/-** that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bills.
- (iv) The contractor shall submit a certificate along with each bill that the payment has been made to its personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance to confirm the correctness of payments.
- (v) As per agreement of contract for outsourcing agencies/services all documents, certificates, affidavits and verification etc. as required to be attached/enclosed with the bills submitted for payment.
- (vi) **The bills has to be accompanied with,**
 - i) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of AIIMS Nagpur on a daily basis.
 - ii) Contractor shall provide IP numbers allotted by ESI authorities for each and every personnel deployed at AIIMS Nagpur against this contract.
 - iii) Particulars of the personnel engaged for the work are required to be submitted to AIIMS Nagpur.
 - iv) The contractor has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be made submitted along with bills.
 - v) Bills in detail may be drawn as per column given below:
 - 1) Basic Pay
 - 2) VDA
 - 3) ESI
 - 4) EPF
 - 5) Service Charges
 - 6) SGST/CGST etc.
 - 7) For individual Sanitary Attendant/Housekeeping Attendant/supervisor etc. due and net payable/ paid monthly wages etc. may be furnished in the Format given at **Annexure-VIII**.
 - 8) **Certificate/affidavit by service provider** : The service provider has to submit adequate documentary proof of depositing of statutory liabilities i.e. ESI, EPF and GST to concerned authorities and has to submit an affidavit on non-judicial stamp paper of Rs. 100/- as they have deposited the ESI/EPF contribution of actual numbers of personnel as mentioned in the bill.

28. PRICE VARIATIONS:

- (i) The Sanitary Attendant will be considered under the Un-skilled category. Rates quoted by the firm will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R & A) Act, 1970 as amended from time to time, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes, services charges etc. of the agency. Minimum wages for all purposes of e-tendering and execution thereof shall be rates as notified by Central Regional Labour Commissioner, as applicable to Nagpur. Revision of rates will be accepted against submission of necessary orders/notifications from time to time with authentic

proof.

(ii) This clause shall be operational for decrease in quoted/awarded amount on same analogy as above in case the rate is decrease in minimum wages/ labour rates.

29. PROHIBITATION FOR TRANSFERING /SUB-CONTRACTING ASSIGNED WORK OTHER PARTY

The contractor shall not engage any sub contractor or transfer of the contract to any other service provider.

30. CORRUPT OR FRAUDULENT PRACTICES:

The AIIMS, Nagpur expected to the Contractors under this e-tender to observe the highest standards of ethics during the procurement and execution of this contract, in pursuance of AIIMS, Nagpur policy as defines for the purposes of this provision, the terms set forth as follows:

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

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

31. DISPUTES & ARBITRATION:

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

32. MODE OF SERVING NOTICE:

Communications between both the parties which are referred to in this Contract Agreement are effective only when in writing. A notice shall be effective only, when it is delivered (in terms of Indian Contract Act.) subject to as otherwise provided in this Contract, all notices to be issued on behalf of the AIIMS Nagpur and all other actions to be taken on its behalf may be given or taken by the Director, AIIMS Nagpur or his nominated Official/Officer. If it is sent by registered post to the last known place or abode or business of the Contractor, it shall be deemed to have been served on the date when in the ordinary course of post, these would have been serving donor delivered to it.

33. PUBLICITY:

Any publicity by the Contractor with the name of AIIMS- Nagpur is to done only with the explicit written permission of the Director, AIIMS Nagpur.

34. GOVERNING LANGUAGE:

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

35. LAW:

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

36. LEGAL JURISDICTION:

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

37. STAMP DUTY:

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

38. SHIFTS & SHIFTS TIMINGS: The timings of the shifts are given below and they may be changed based upon weather and requirements of the user.

1st Shift	:	06.30 am to 03.00 pm.
2nd Shift	:	03.00 pm to 11.30 pm.
3rd Shift	:	11.30 pm to 06.30 am.
General Shift	:	08.30 am to 05.30 pm.

39. **Valid Labour License, EPF/ESI Registration Numbers & Indemnity Bond:**

The contractor shall obtain valid labour license under Contract Labour (R&A) Act, 1970 (if applicable) and submit a copy of such license duly attested to the AIIMS Nagpur. No payments would be released till the contract license is submitted by the contractor. 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 as applicable. It shall be the duty of the contractor to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) under 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 every month. In case of failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of AIIMS Nagpur is entitled to recover equal sum of amount from payment due or accrued to the contractor under this agreement or any other contract with RPFC, with intimation to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Passbook/ slips/ESI card to every worker and shall supply the Code Number allotted by the local ESI/EPF authorities. The contractor shall ensure compliance within **90 days** of the award of work. If any change is required on part of AIIMS Nagpur, a fresh list of personnel shall be made available by the contractor after necessary required changes.

If on account of non-compliance with the provisions of any laws, AIIMS Nagpur is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to AIIMS Nagpur for all such payment and AIIMS Nagpur shall be free to make deductions on this account from the amount of Performance Security Deposit, in which case, the Contractor shall immediately pay to the AIIMS Nagpur such amount as may be necessary to make up the required Performance Security Deposit, or from the dues which may be payable by the AIIMS Nagpur to the Contractor. The Contractor will sign an Indemnity Bond in favor of AIIMS Nagpur to this effect. No liability whatsoever shall attract and applicable to the AIIMS Nagpur on account of or any failure on the part of the service provider to observe these regulations.

40. RIGHTS OF THE AIIMS:

- (i) The AIIMS Nagpur reserves the right to suitably **Increase/Decrease** the Detailed Scope of Cleaning, Housekeeping & Allied Services work given at **Section-III** of this E-tender. In case of rate contract, the AIIMS does not in any way guarantee of the quantity for which an order may be placed and the E-tender quantity may only be treated as indicative.
- (ii) In case of any ambiguity in the interpretation of any of the Clauses in E-tender Document or the Contract Document, interpretation of the Clauses by the AIIMS Nagpur shall be final and bids by all the Parties.

41. REVIEW & TERMINATION:

It may be noted that quality of Cleaning, Housekeeping & Allied service and Operations as per SOPS given at **Annexure-A-1 to A-12** and Cleaning Schedule as per **Annexure-B-1**, and as per Cleaning Methods and Material given in **Annexue-C1 to C-7** are the essence of the Contract. If at any time, it is found that the result of quality of Cleaning & Housekeeping services are poor more than a period of **10 days**, the Contract may be terminated. AIIMS, Nagpur would periodically draw swab samples from the areas allotted to the Contractor to check Sterility & Cleanliness.

42. COMMENCEMENT OF SERVICES:

Area of Operation: Inside and outside of OPD and IPD of AIIMS Nagpur. Details are given in the Detailed Scope of Cleaning & Housekeeping works at **Section-III**.

The Tenderers are expected to cover all four walls of both inside & outside area including Wards, ICU, CCU, NCCU, Operation Theatres, OPDs, IPD, Casualty, Internal Passages, Staircases, Lift lobbies, waiting area, Corridors & Sanitary Blocks, Toilets, Electrical fittings & windows, window glasses of the Hospital, etc. it means what so ever area available under Inside and outside the OPD & IPD of AIIMS Nagpur will be the purview of Cleaning, Housekeeping & Allied Services Contract.

Services offered: At AIIMS Nagpur (as per list attached), the contractor has to provide the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur on daily basis i.e. for 365 days (24-hour x 7 days).

43. HYGIENE STANDARDS, POLICE VERIFICATION AND MEDICAL CERTIFICATE OF DEPLOYED STAFF OF THE CONTRACTOR:

- (i) The Contractor employees should be in proper uniform, wearing ID Cards as prescribed by AIIMS Nagpur at all the time of work and shall be available at their assigned place of work during their duty time as per the **Annexure-D-1**.
- (ii) The Contractor employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, shaved etc.
- (iii) Contractor/service provider shall provide Police Verification of each of Manpower deployed for handling AIIMS Nagpur Cleaning & Allied Services assignments and shall submit to AIIMS Nagpur along with list of all relevant information like Name, Address, Contact Number, Qualification, Aadhar Number etc. The Medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided.
- (iv) **Contractor should submit the Medical Certificate including immunization details of all employees at the time of award of tender. All employees should be vaccinated for Hepatitis-B, Tetanus and Covid-19. Contractor has the responsibility of Annual health Check-up of the employees and the maintenance of record of health check-up.**
- (v) The Area to be maintained as defined at **Annexure-F-1**.

44. CONTRACTORS RESPONSIBILITIES:

- (i) All type of material cost, Labour Wages, Garbage Disposal Cost, Statutory Liabilities & Expenses etc.: The cost of all type of material required for cleaning, housekeeping & allied services, wages to deployed all type of manpower i.e. Un-skilled, Semi-Skilled, Skilled and Highly skilled for obtaining necessary required licenses for Labour, Garbage Disposal, Bio Medical Waste and handling of appropriate statutory authorities like Labour Commissioner Office, Nagpur Municipal Corporation, Pollution Control Board, National Green Tribunal etc. under relevant Rule and Regulation for setting up the said infrastructure, recruitment of staff, maintenance of equipment, and any other expenses including fuels, statutory liabilities, local or otherwise required by the Contractor for the purpose of this contract shall be borne by the Contractor and indemnify AIIMS Nagpur for any Statutory Claims, Loss occurred during the offering Cleaning, Housekeeping & Allied Services at AIIMS Nagpur.
- (ii) The contractor shall deploy skilled, semi-skilled, unskilled and highly labour in sufficient numbers to carry out its Services at the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority as per details given in **Annexure-F-1**.
- (iii) **The contractor shall provide its employees, a minimum of two sets of uniforms. Employees shall also display a photo identity card on their person clipped to the shirt at all times. Uniform should be formal, T-shirts, jeans and slippers are not allowed.**

- (iv) If the engaged employees are found to be inefficient in numbers, quarrelsome, infirm, and invalid or indulging in unlawful or union activities, the contractor will have to replace such employee/employees immediately with a suitable substitute on the direction of the Competent Authority.
- (v) The AIIMS Nagpur 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 AIIMS Nagpur at anytime.
- (vi) If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the authorities of AIIMS Nagpur, responsibility for all such type of activities shall be of the contractor. Any loss owing to negligence or mishandling of the personnel shall be the responsibility of the contractor to bear the losses so suffered by AIIMS Nagpur.
- (vii) The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of AIIMS Nagpur or do anything which may cause unnecessary disturbance or inconvenience to other working personnel as well as to the general public in the AIIMS Nagpur premises and nearby.
- (viii) The contractor shall be responsible for all acts of omission/commission by its employees during the course of discharge of their duties at AIIMS Nagpur. AIIMS Nagpur will not be responsible for any mishap during dealing with the sanitation and housekeeping work in the described Detailed Scope of Cleaning, Housekeeping & Allies work given at **Section-III**.
- (ix) Persons suffering from contagious or infectious disease shall not be employed or permitted to work in AIIMS Nagpur & it reserves rights to examine any of the employees for medical fitness without prior notice/intimate to contractor. Expenses, if any incurred by AIIMS Nagpur on medical examination, shall be borne and paid by the contractor.
- (x) The contractor will be required to remove or replace any of its personnel in case of un-satisfactory performance in work or presence under consideration and undesirable conditions by the authorities of AIIMS Nagpur.
- (xi) The contractor work shall be executed under the supervision and controlling of Sanitation Officers/Sanitation Inspector/Authorized official/officer of AIIMS Nagpur. The contractor shall make necessary arrangements to appoint Supervisor(s) at his own cost & provide them mobile/phone connection. The complaints regarding cleaning, sanitation, housekeeping & allied services made at the centralized control room/desk and shall be directed to the supervisors. He must ensure speedy redressal.
- (xii) Contractor shall be responsible for watch and ward of the cleaning related materials as per **Annexure-E-1** provided by him against pilferage and breakage during the period of execution of services and thereafter till the work is physically handed over to the department.
- (xiii) After execution of work contractor shall store the cleaning Material & equipment in proper organized manner so as not to give any ill appearance to AIIMS Nagpur.
- 45. Deduction of TDS at Source:** The AIIMS Nagpur will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 as amended from time to time from the monthly bills of the Contractor and provide the TDS certificate after completion of financial year on demand.
- 46. Termination of the Contract:** The contract can be terminated by AIIMS Nagpur by giving three months' notice, if contractor desire to discontinue/terminate the contract required to submit six months notice or till alternate arrangements has been made by AIIMS Nagpur, whichever is earlier.
- 47. Prohibition for deployment of Minors:** The contractor shall not engage the personnel below the age of 18 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to their deployment in AIIMS Nagpur. Persons at higher risk should be vaccinated against Hepatitis 'B'.
- 48. Bearing of Litigation Cost:** Any liability arising out of any litigation in any court (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 contract or personnel shall attend the court as and when required.

49. **Post Payment Audit:** 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 e-tender, it shall be recovered by the authorities of AIIMS Nagpur.
50. **Maintenance of Records:** The contractor has to maintain all the appropriate and statutory records at his own cost. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall be the contractor and AIIMS, Nagpur will not be responsible in any case.
51. **Force Majeure Measures:** Any failure of omission or commission to carry out the provision of this Agreement by the contractor shall not give rise to any claim by one party, one against the other, if such failure of omission or commission arises from an act of God; which shall include acts of natural calamities such as flood, earthquake, from civil strikes, riots, curfew, embargoes or from any political or other reason beyond the parties control including war (whether declared or not) civil war or stage of insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to Force majeure conditions.
52. **Waiver:** At any time any indulgence or concession granted by AIIMS Nagpur, shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further on the failure of AIIMS Nagpur to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of AIIMS Nagpur to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.
53. **Risk Purchase/Recovery:** In case of any breach of the contract which was not remedied within 07 days; AIIMS, Nagpur shall have right to deploy/engage other agency for the remaining work/manpower, which not deployed/delivered by the contractor/bidder. Any price and cost incur for such arrangements shall be recovered from bidder.

SECTION-III**Scope of work and indicative Manpower****DETAILED SCOPE OF CLEANING, HOUSEKEEPING & ALLIED SERVICES WORK**

Mechanized & automated Housekeeping/cleaning requirement of AIIMS Nagpur is as follows: -

1. **High Risk areas:** Cleaning is to be done as per standard procedure of the specific area/facility as at **Annexure A-1**. Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
2. **Low Risk areas:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure A-2**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
3. **Dirty Utility Room:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A3**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
4. **Toilets Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-11**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
5. **Corridor Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure -A-4**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
6. **Elevator Cleaning :** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure -A-5**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
7. **Staircases :** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-6**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
8. **Window Cleaning:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure -A-7**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
9. **Consultant Room/Faculty Room i/c attached toilet:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure -A-8**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
10. **Operation Rooms/OTs:** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-9**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
11. **ICU's :** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-10**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
12. **OUTER AREAS :** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-12**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
13. **STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREAS :** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-13**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**
14. **PUBLIC AREAS / WAITING AREAS / CORRIDORS / BASEMENT / STAIRCASE / ELEVATORS etc. :** Cleaning is to be as per standard procedure of the specific area/facility as at **Annexure-A-2**, Frequency of cleaning will be as per cleaning schedule at **Annexure-B1**

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

Standard Operating procedure for High Risk Area of AIIMS Nagpur

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

Identified sterile areas:

1. (OTs/ICU/CSSD etc.) [EXCLUDING OPERATION AREA]
2. Pre/Post operative units.
3. Main Emergency.
4. ALL WARDS/In-patient rooms.
5. ISOLATION WARDS
6. Path Labs. /Micro-biology/Blood Bank.
7. I.C.U's
8. Recovery Units.
9. Mortuary
10. Forensic Departments

S. N.	Activity	Chemicals used
1.	Dusting all Areas	Bacillocid Solution/Hypo chlorite
2.	Scrubbing	2% Hypochlorite Solution/Mikrobac Forte & R-2
3.	Spray & Shield Areas	1% Bacillocid
4.	Mopping	Mikrobac Forte/Hypo chlorite
5.	Disinfection	2% Bacillocid
6.	Mattress Disinfection	Bacillocid Solution
7.	Cleaning of sputum mug & urine pot	

Description:

1. Remove all soiled linen and garbage.
2. Check for cobwebs.
3. Possibly remove or keep aside machines and instruments.
4. Dust the entire area.
5. Scrub thoroughly with Microbar Forte/1% hypo chloride solution/R-2.
6. Disinfect the entire area including walls, floor, tiles and skirting with steam cleaner.
7. Arrange the machine and instrument in the irrespective places.
8. Re-dust the area again with bacillocid solution.
9. Every week all sterile and sub sterile areas are thoroughly washed and scrubbed with hypochloride solution/R-2 to ensure a completely disinfected area.
10. Change the mop if you can after using it with each individual. You can use old OT Sheets.
11. Dip used mops in 2% sodium hypochlorite for half an hour.
12. Maintenances to be checked and fed in the computer on daily basis.
13. Curtain or divider should be washed and changed weekly.
14. In case of infected case, the discarding of towel or O.T. sheet used, needed to be thrown.
15. If it is reusing, then the proper procedure for its cleaning and disinfection under the Patient Care Point, Nursing In-charge's instructions and supervision can be done and the linen items can be handed over to the Laundry Operator for further cleaning.

Standard operating procedure of cleaning of General/Low risk area at AIIMS Nagpur.**Objective:** To clean and maintain general/Low risk areas as per highest cleaning standards.Identified low risk areas:

1. Public areas
2. Waiting areas
3. Corridors
4. Basement
5. Staircases
6. Elevators

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

Description: -

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

Standard operating procedure for setting of Dirty Utility Room

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

PUNCTURE PROOF CONTAINERS	BLUE	YELLOW
Sharps, Used Blades, Needles	Infected, Non-Infected Plastic, IV Sets ,Gloves, Tubing's, Micro-biological Waste, Catheters Urine/Stool, Container, Urine bags,	Anatomical & Pathological waste, Cotton Gauze, Linen, Contaminated with blood
	Vacationers etc	Fluid: Cytotoxic drugs.

Description:

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

Standard operating procedure of Corridor cleaning at AIIMS Nagpur.

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

Description:

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

Standard operating procedure for Elevator Cleaning at AIIMS Nagpur

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

Material required:

1. Stepladder
2. Rags
3. Dust Mop
4. Bucket with wringer
5. Wet Mop
6. Disinfectant detergent
7. Hand vacuum
8. D-7/Steel polish
9. Small brush
10. Rubber gloves

Description:

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

SCHEDULE FOR CLEANING OF ELEVATORS (Weekly Schedule)		
Saturday	Tuesday	Thursday
08:00 AM	08:00 AM	08:00AM
02:00 PM	03:00 PM	03:00 PM
05:00 PM	09:00 PM	09:00 PM

Standard Operating Procedure of cleaning the STAIRCASES at AIIMS Nagpur.

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

Description:

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

Annexure A-7

Standard operating procedure of WINDOW CLEANING

Object: To maintain a clean and smudge-free surface on interior and exterior glass and mosaic tiles

Equipment:

1. R-3
2. Squeeze with handle
3. Window cleaner
4. Small plastic bucket
5. Clean rags
6. Sponge
7. Glass scraper
8. Window brush

Description:

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

Standard Operating procedure of cleaning the CONSULTANT ROOMS/FACULTY ROOMS/OFFICES/OFFICER's ROOMS at AIIMS Nagpur

Objective: To clean service consultant room to provide the patient & consultant with Clean, hygiene & aesthetically appealing room on checkup.

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

Standard operating procedure of cleaning of OPERATION ROOMS/OTs at AIIMS Nagpur

Objective: To prepare the Operating room for surgery.

Description:-

1. Basic principles of septic techniques dictate the procedures that are carried out immediately after completion of a surgery. Operation Theatres (OTs) is always kept clean & sterile.
2. The following housekeeping duties should be done at least one hour before scheduled incision time.
3. Removable tables and equipment's to be kept outside the room.
4. Damp dust tops and rims of autoclave, washer sterilizer and counter top in sub sterile room adjacent to the operation theatre.
5. Wash the tiles/floor with sodium hypochlorite/Bacillocid solution.
6. After the room is cleaned, let the surface dry.
7. Mop the floor with disinfectant 2% Mikro bacforte solution.
8. After each case O.T. should be cleaned with 2% Bacillocid Solution and keep ready for next case.
9. At the end of the day, O.T should be cleaned thoroughly for next day with Bacillocid solution.
10. Bio-Medical waste to be removed after each case.
11. Remove the soiled linen and garbage. Wash the soiled linen and items before sending for laundry.

A

nnexure A-10

Standard operating procedure of ICU's at AIIMS Nagpur

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

Description:-

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

OPERATING PROCEDURE FOR TOILETS CLEANING at AIIMS Nagpur

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

Material/Chemicals used:

- Hygienic hard Surface Cleaner concentrates (Normal area 20-50 ml. in 1 Liter of water).
- Glass cleaner concentrate (Normal area 20-50 ml. in 1 Liter of water).
- Furniture Maintainer (Ready to use product). R-5 Room Freshener (Ready to use product).
- R-6 Toilet bowl/W.C. cleaner (Ready to use Product).
- R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. in 1 Liter of water).
- Spiral Solution Floor cleaner concentrate (Normal area 20ml . in 1 Liter of water).
- Toilet Brush Scrubber/Scotch brute. Hand mop Dusters
- Corner brush Soap solution
- Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

Description:

1. Check all maintenance in wash room.
2. Remove all garbage from garbage bins and change garbage bag. Apply R-6 in w/c/toilet pot properly. Scrub tiles, washbasin all fittings & fixtures nicely with R-9. Wash tiles, washbasin all fittings & fixtures nicely.
3. Scrub toilet bowl from inside and outside.
4. Wipe all tiles, fixtures, fittings, washbasin & w/c (seat cover & outside w/c). Clean mirror with R-3, no water marks, frame edges clean.
5. Scrub & Mop washroom floor from inside to outside.
6. Check & fill liquid soap, toilet roll, tissue paper, odonil, urinal cubes & naphthalene bowl. Spray air freshener. Sign on toilet check list bind main door.

Annexure A-12**Standard operating procedure for cleaning the OUTER AREA at AIIMS Nagpur.**

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

Description:

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

Annexure A-13

Standard operating procedure for cleaning the STRUCTURAL GLAZING/CURTAIN GLAZING OF DESIRED AREA at AIIMS, Nagpur.

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

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

1. Dynamic rope,
2. Seathar ness,
3. Gri-Gri,
4. Shunt,
5. Suction pad,
6. Cleanser (all clean),
7. R3-brush,
8. Wiper,
9. Scrapper,
10. Helmet,
11. Bucket,
12. Duster,

Cleaning Schedule for VERY HIGH RISK AREAS, HIGH RISK AREA, MODERATE RISK AREAS at AIIMS NAGPUR

S. No	Activity	Frequency	Agents Used	Responsibility
1. OT AREAS / LABOUR ROOMS (VERY HIGH RISK AREAS)				
NABH Policy CLEANING SCHEDULE				
NABH Reference: HIC 2				
Policy/Version No/ Issue Date LAU/HIC 2/CLEANING SCHEDULE Version 1.0/1 st Dec 2008				
I	Garbage Removal from OT to Dirty Utility and from Dirty Utility to Central Garbage Room	After every Case	As per the Bio Medical Waste Management Guidelines	Sanitary Attendant (Housekeeping Attendants)
II	Feather Brushing	After every case	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III	1 st Mopping	Before start 1 st patient & after every case	Wizard	Sanitary Attendant (Housekeeping Attendants)
IV	2 nd Mopping	Before start of 1 st patient & after every case	1% Sodium Hypo - chlorite	Sanitary Attendant (Housekeeping Attendants)
V	Garbage removal from the Dirty Utility to Central Garbage Room	12:30 pm and 3:30 pm and as and when required	A As per BMW Guidelines	Sanitary Attendant (Housekeeping Attendants)
VI	Brushing in the OT corridor	In Continuation	Flat Mop	Sanitary Attendant (Housekeeping Attendants)
VII	Wiping of doors and windows in OT Corridor	After every 1 hrs.	Wet cleaning	Sanitary Attendant (Housekeeping Attendants)
VIII	Mopping with Wizard in OT Corridor	After every 1 hr	Wizard	Sanitary Attendant (Housekeeping Attendants)
IX	Mopping with Sodium Hypochlorite in OT corridor	After every 4 hr	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
X	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with appropriate safety measures (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

S. No	Activity	Frequency	Agents Used	Responsibility
1. ICU, CCU, ICCU, NICU, PICU (VERY HIGH RISK AREAS)				
NABH Policy		CLEANING SCHEDULE		
NABH Reference		HIC 2		
Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008		
I	Removal of Garbage	08:00 AM, 12:30 PM,	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II	Brushing	Thrice in a Day 08:00AM, 12:30PM,	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III	Wiping	After every 1 hr	Wet cleaning	Sanitary Attendant (Housekeeping Attendants)

IV	Mopping with wizard	After every 1 hr	Wizard	Sanitary Attendant (Housekeeping Attendants)
V	Mopping with Sodium Hypochlorite	After every 4 hrs & As and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
VI	Washroom cleaning with Wizard	Cleaning after every half an hr	Wizard	Sanitary Attendant (Housekeeping Attendants)
VII	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 4 hr & As and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
VIII	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant (Housekeeping Attendants)having knowledge of choking removal with appropriate safety measures (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

S. No.	Activity	Frequency	Agents Used	Responsibility
3. EMERGENCY (HIGH RISK AREAS)				
NABH Policy			CLEANING SCHEDULE	
NABH Reference			HIC 2	
Policy/Version No/ Issue Date			LAU/HIC 2/ CLEANING SCHEDULE/Version 1.0/1 st Dec 2008	
I	Garbage removal from the Dirty Utility to Central Garbage Room	08:00AM, 12:30PM, 03:30 PM	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II	Brushing	Thrice in a Day 08:00 AM, 12:30 PM, 03:30 PM	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III	Wiping	After every 2 hrs as and when required	Wet cleaning	Sanitary Attendant (Housekeeping Attendants)
IV	Mopping with wizard	After every 2 hrs as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
V	Mopping with Sodium Hypochlorite	After every 6 hrs& As and when	1 % Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
VI	Washroom cleaning with Wizard	Cleaning after every half an hr	Wizard	Sanitary Attendant (Housekeeping Attendants)
VII	Washroom cleaning with Sodium Hypochlorite	Cleaning after every 4hr & As and when required	1 % Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
VIII	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant

			(Housekeeping Attendants) having knowledge of choking removal with appropriate safety measures (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment			

S. No.	Activity	Frequency	Agents Used	Responsibility
1. CSSD/MICROBIOLOGY/FORENSIC MEDICINE/MORTUARY (HIGH RISK AREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
I	Removal of Garbage from the area to Central Garbage Area	Twice in a Day as and when required 12:30 PM, 03:30 PM	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II	Brushing	Thrice in a Day 09:00AM, 12:30PM, 03:30 PM	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III	Wiping	After every 2 hrs as and when required	Wet cleaning	Sanitary Attendant (Housekeeping Attendants)
IV	Mopping with wizard	After every 3 hrs as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
V	Mopping with Sodium Hypochlorite	After every 6 hrs & As and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
VI	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with appropriate safety measures (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

Sr. No.	Activity	Frequency	Agents Used	Responsibility
5. IPD ROOMS/WARDS (MODERATE RISK AREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
I	Garbage removal from the Dirty Utility (DU) to Central Garbage Room	Thrice in a day 9.00am, 12.30 pm and 3.30 pm as and when required	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II	Brushing	Twice in a day 07:30 AM and	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III	Wiping	Twice in a day 1 st from 7.30am 2 nd from 4.00 pm & as and when required	Duster	Sanitary Attendant (Housekeeping Attendants)

IV	Mopping with wizard	Twice in a day 1 st from 7.30 am 2 nd from 4.00 pm & as and when Required	Wizard	Sanitary Attendant (Housekeeping Attendants) Sanitary Attendant (Housekeeping Attendants) Sanitary Attendant (Housekeeping Attendants) Sanitary Attendant (Housekeeping Attendants)
V	Mopping with Sodium Hypochlorite	Twice in a day 1 st from 11.00 am 2 nd from 6.00 pm & as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants) Sanitary Attendant (Housekeeping Attendants)
VI	Washroom cleaning with Wizard	five times in a day 1 st from 07.30am 2 nd from 11.00am 3 rd from 04.00pm 4 th from 09.00pm 5 th from 05.00 am as and when required	Wizard	Expert Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with appropriate safety measures (Housekeeping Attendants)
VII	Brushing in the Corridor in Moderate area	In continuation	Flat mop	Sanitary Attendant (Housekeeping Attendants)
VIII	Wiping in the corridor area	Twice in a day it starts from 7.30am onwards	Dusters	Sanitary Attendant (Housekeeping Attendants)
IX	Mopping with wizard in Corridor	In continuation	Wizard	Sanitary Attendant (Housekeeping Attendants)
X	Mopping with Sodium Hypochlorite in Corridor	After every 8 Hrs	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
XI	Choking removal	As and when required	Appropriate tools	Expert Sweeper/Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with appropriate safety measures (Housekeeping Attendant)

Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment.

S. No.	Activity	Frequency	Agents Used	Responsibility
6. CAFETERIA/PATIENT DIET KITCHEN (MODERATE RISK AREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
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I	Removal of Garbage to central Garbage Room	Twice in a day 2.30 pm and 3.30 pm	Black Garbage Bag	Sanitary Attendant (Housekeeping Attendants)
II	Brushing	Thrice in a day 8.00 am, and 12.00 pm and 3.30 pm	Flat Mop and Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III	Wiping	Thrice in a day 8.00 am, and 12.00 pm and 4.00 pm and after every 2 hours	Duster	Sanitary Attendant (Housekeeping Attendants)
IV	Mopping with wizard	After every three hrs and after every meal as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
V	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with appropriate safety measures (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

Sr. No	Activity	Frequency	Agents Used	Responsibility
7. PATHOLOGY (MODERATE RISK AREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
I.	Removal of Garbage from Area to Dirty Utility (DU) from DU to Central Garbage Area	Thrice in a day 9.00 am, 12.30 pm and 3.30 pm as and when required	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II.	Brushing/Wiping	Thrice in a day, 8.00 am and 4.00 pm	Duster	Sanitary Attendant (Housekeeping Attendants)
III.	Mopping with wizard	After every three hrs and as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
IV.	Mopping with Sodium Hypochlorite	After every 8 hrs as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)

Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment

S. No.	Activity	Frequency	Agents Used	Responsibility
8. DIAGNOSTIC AREAS (MODERATE RISK AREAS)				
	NABH Policy	CLEANING SCHEDULE		
	NABH Reference	HIC 2		
	Policy/Version No/ Issue Date	LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008		
I.	Removal of Garbage from Area to DU and from DU to Central Garbage room	Twice in a day from Central Garbage Area 12.30 pm and 3.30 pm as and	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II.	Wiping	Twice in a day 8.00am and 3.00 pm as and when	Duster	Sanitary Attendant (Housekeeping Attendants)
III.	Brushing	Twice in a day 8.00am and 3.00pm as and when required	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
IV.	Mopping with wizard	After every three hrs and as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
V.	Mopping with Sodium Hypochlorite	After every 8 hrs and as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

S. No.	Activity	Frequency	Agents Used	Responsibility
9. PUBLIC AREAS WASHROOMS/HOSPITAL AREAS (MODERATE RISKAREAS)				
	NABH Policy	CLEANING SCHEDULE		
	NABH Reference	HIC 2		
	Policy/Version No/ Issue Date	LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008		
I.	Cleaning with wizard	After every hall fan hrs and the Housekeeping Attendant will stationed there	Wizard	Sanitary Attendant (Housekeeping Attendants)
II.	Washroom Cleaning with Sodium Hypochlorite	After every 6 hrs and as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
III.	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with safety measures (Housekeeping Attendants)

S. No.	Activity	Frequency	Agents Used	Responsibility
10. CORRIDOR AREAS (MODERATE RISK AREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
I.	Mopping with dry mop	In continuation	Flat Mop	Sanitary Attendant (Housekeeping Attendants)
II.	Cleaning with wizard	Every three hrs and as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
III.	Washroom Cleaning with Sodium Hypochlorite	After every 6hrs and as and When required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)

S. No.	Activity	Frequency	Agents Used	Responsibility
11. LOBBY AREAS (MODERATE RISKAREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
I.	Wiping	In continuation	Duster	Sanitary Attendant (Housekeeping Attendants)
II.	Brushing with dry mop	In continuation	Flat Mop	Sanitary Attendant (Housekeeping Attendants)
III.	Cleaning with wizard	Every three hrs and as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
IV.	Washroom Cleaning with Sodium Hypochlorite	After every 6 hrs and as and when required	1 % Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)

S. No.	Activity	Frequency	Agents Used	Responsibility
12. OPD AREAS (MODERATE RISK AREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/ Version 1.0/1 st Dec 2008	
I.	Removal of Garbage from Area to Central Garbage room	Twice in a day From Central Garbage Area 12.30 pm and 3.30 pm as and when required	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II.	Brushing	In continuation	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III.	Wiping	Twice in a day 7.300 am and 3.30 pm and	Duster	Sanitary Attendant (Housekeeping Attendants)
IV.	Mopping with wizard	Thrice in a day 7.300 am, 11.00 am and 3.30 pm and when required.	Wizard	Sanitary Attendant (Housekeeping Attendants)
V.	Mopping with Sodium Hypochlorite	Every 8 hrs and as and when required	1 % Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)

VI.	Washroom Cleaning with wizard	After every half an hrs and the Housekeeping Attendant will stationed there	Wizard	Sanitary Attendant (Housekeeping Attendants)
VII.	Washroom Cleaning with Sodium Hypochlorite	After every 6 hrs and as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

S. No.	Activity	Frequency	Agents Used	Responsibility
13. PHARMACY AREAS (MODERATE RISKAREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/	
			Version 1.0/1 st Dec 2008	
I.	Removal of Garbage from Area to Central Garbage room	Twice in a day from Central Garbage Area 12.30 pm and 3.30 pm as and When required.	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II.	Brushing	In continuation	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III.	Wiping	Twice in a day 7.300 am and 3.30 pm and when required.	Duster	Sanitary Attendant (Housekeeping Attendants)
IV.	Mopping with wizard	Twice in a day 7.300 am and 3.30 pm and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)
V.	Mopping with Sodium Hypochlorite	Every 8 hrs and as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

S. No.	Activity	Frequency	Agents Used	Responsibility
14. PROCEDURE/TREATMENT ROOMS (MODERATE RISKAREAS)				
	NABH Policy		CLEANING SCHEDULE	
	NABH Reference		HIC 2	
	Policy/Version No/ Issue Date		LAU/HIC 2/ CLEANING SCHEDULE/	
			Version 1.0/1 st Dec 2008	
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I.	Removal of Garbage from Area to Central Garbage room	Thrice in a day Starts from 9.00am, 12.30pm, and 3.00pm and as and When required.	As per the BMW guidelines	Sanitary Attendant (Housekeeping Attendants)
II.	Brushing	Twice in a day Starts from 9 AM	Feather Brush	Sanitary Attendant (Housekeeping Attendants)
III.	Wiping	Twice in a day 8.00 am and 3.00 pm as and when required	Duster	Sanitary Attendant (Housekeeping Attendants)
IV.	Mopping with wizard	After every 3 Hrs and as and when required	Wizard	Sanitary Attendant (Housekeeping Attendants)

V.	Mopping with Sodium Hypochlorite	After every 6 Hrs and as and when required	1% Sodium Hypochlorite	Sanitary Attendant (Housekeeping Attendants)
VI.	Choking removal	As and when required	Appropriate tools	Expert Sanitary Attendant (Housekeeping Attendants) having knowledge of choking removal with safety measures (Housekeeping Attendants)
Once in a week through cleaning of all area should be done by dedicated cleaning gang with cleaning equipment				

Dilution of Wizard in all areas = 40ml in 1 liter of water Cleaning of spillage of Blood/ Body fluids-

1. *Use disposable Gloves*
2. *Cover area with 1% Sodium hypochlorite*
3. *Leave for 20minutes*
4. *Collect residue with disposable paper. Wipe and discard in bag*
5. *Wash surface with detergent and dry.*
6. *All waste, gloves, wipe, discard, seal and dispose as Clinical waste. Mops Cleaning – Detergent washes & dry. Buckets – Detergent wash & dry (if contaminated 1% sodium hypochlorite overnight rinse & dry)*

Subject: Cleaning of the water closet at AIIMS Nagpur**Materials required:**

1. R-6/Toilet cleaner
2. Detergent powder (To be used standardized detergent powder)
3. Pine gold/Disinfectant
4. Hexidine chloride
5. Nylon scrubber
6. WC brush
7. Discard towels

Check For:

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

Process:

1. Flush out the water and spread R-6 all over the rim of WC and leave it for five minutes.
2. Scrub the seat and the seat cover with cleaning agent.
3. Wash it with water.
4. Using the WC scrub brush, thoroughly clean the WC and flush.
5. With a clean discard, wipe the WC, WC pipes and underneath the WC bowl.
6. Push out the water from the bowl and put ping old in it.
7. Wipe the WC with clean discard.
8. Wipe the WC with standardized solution equaling to Dettol.
9. In case of any stubborn stains, report to the supervisors.
10. Do not use any hard abrasive on the WC.
11. Check under the grooves and rim of WC for sparkling clean liness.

ANNEXURE C-2**Subject: Cleaning of the Washbasin.****Materials required:**

1. Cleaningagent-R-1
2. Nylon scrubber
3. Discard towel
4. Tooth brush

Procedure:

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

Standards to be maintained:

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

Subject: Cleaning of Marble surfaces/Granite/Tiles.Materials required:

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

Procedure:

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

ANNEXURE C-4**Subject: Cleaning of Chrome fittings**Materials required

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

Procedure

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

Standards to be maintained

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

Subject: Cleaning of gaze mirrors.

Material required:

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

Procedure:

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

ANNEXURE C-6

Subject: Cleaning a Glass Window.

Material Required:

1. Glass cloth
2. Glass cleaner
3. Damp cloth should be lint free
4. 2" paintbrush
5. Dustpan
6. Feather duster

Procedure:

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

ANNEXURE C-7

Subject: Cleaning of Telephones.

Material required:

1. Standardized solution equivalent to Dettol
2. Cleaning agent
3. Discards
4. Toothbrush

Procedure:

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

Subject: Personal Hygiene & Etiquette and Manners of the Staff deployed by the Contractor at AIIMS Nagpur

Personal Hygiene:

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

(a) Etiquette and Manners Talking to Patients/Attendants:

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

(b) While standing in public areas:

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

(c) While Walking:

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

(d) While talking to colleague:

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

LIST OF PREFEABLE CHEMICALS REQUIRED FOR UNDERTAKING HOUSE KEEPING & CLEANING WORKS AT AIIMS NAGPUR**A) M/S JOHNSON AND DIVERSEY**

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

B) M/S ECO LAB-HENKEL

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

Note:

1. The consumption of various chemicals shall be regulated as per the manufactures specifications.
2. The chemicals regarding toiletries etc. not mentioned. It shall be preferably from M/s Johnson and Diversey and OR M/s ECO Lab-Henkel as approved by the Nodal Officer, Housekeeping Services at AIIMS Nagpur.

AREAS WHERE CLEANING, Sanitation & HOUSEKEEPING & ALLIED SERVICES TO BE CARRIED OUT, STAFF QUALIFICATIONS, TRAINING AND OTHER REQUIREMENTS AT AIIMS NAGPUR.

1. All Areas and premises under four walls of AIIMS Nagpur which includes (IPD & OPD and surrounding).

Name of Building	Area for Housekeeping, Cleaning & Allied Services Operations	Tentative Manpower Deployment schedule
1. HOSPITAL COMPLEX	<p>Area of OPD & IPD is Approx. 1,42,150 Sq Mtr (Including Verandah, Parking, Stair Case, Ramps and Toilets ara) Entire functional area of Hospital i.e. OPDs, IPD Wards, ICUs, CCU, Diagnostic Laboratory Areas, Emergency & Trauma Wards, OTs, Consultants Rooms, Offices Departments, Corridors, Patient Waiting Areas, All General Public Toilets. Staff Toilets, Engineering Offices, Cafeteria, Registration Counters, parking areas etc.</p>	<ul style="list-style-type: none"> ➤ In the IPD Services 3 No. of S.A. in each ward (Housekeeping Attendant will handle cleaning of 30 Nos. of Beds in each of shift. ➤ In the Very High Risk Areas like OTs, 2 Nos. of S.A. should be deployed in each shift preferably 1Male+1Female and for ICUs, CCUs 1 No S.A. for six ICU beds in each shift. ➤ In the Laboratory Areas in the Morning Shift 2 Nos. of S.A. should be deployed preferably 1 Male + 1 Female, and in rest shifts 1 No. of S.A. should be deployed (each area wise). ➤ In the rest of areas 1 No. of S.A. should be handle 2500 Sq. Ft Area Cleaning per day including of Cow Web Cleaning, Window Glass Pan/Door Cleaning, Dusting etc. in each of shift.

INDICATIVE MINIMUM MANPOWER

2. The indicative list of minimum manpower based on category and quantity shall be specified. However, provision for varying requirements on dynamic basis for deployment of staff shall be provided. Contingency staffing requirements shall also be included.

Details of minimum manpower to be deployed by the Contractor at AIIMS Nagpur are only indicative. **The Manpower will be increased/decreased and when required depending on load.** Contractor shall liable to provide the additional manpower on the Rates quoted by him in this Financial Bid on Manpower Charges. The payment shall be made on actual manpower deployed.

S. No.	Category of Manpower	Indicative MINIMUM Manpower Strength to be deployed by the Contractor at AIIMS Nagpur for handling Housekeeping & Allied Services as per percent load of various functional Areas efficiently.
1.	Sanitary Attendant (S.A.)	<p>Minimum Nos. in all shifts as follows: -300</p> <p>Morning Shift:140 Evening Shift: 90 Night Shift: 70</p> <p>(In above strength the Contractor should ensure that adequate numbers of Sanitary Attendant, Choking Removal Expert, Workers, Garbage Collection and Transportation Attendants, Machine operations etc. may be positively deployed for handling AIIMS Nagpur Housekeeping work efficiently)</p>

2.	Equipment Operators	As per the machine requirements deployed by the Contractor within the Strength of Sanitary Attendant (S.A.) after giving them appropriate training for handling Housekeeping Machines at AIIMS Nagpur in Professional manner.
3.	Store Keeper	2 Nos. (1 No. in general shift) or more depending on the inventory & workload of AIIMS Nagpur Hospital, should be deployed qualified personnel form S.A. strength for this purpose
4.	Supervisors	At a scale of 1 supervisor per 15 sanitary attendants.

❖ Adequate qualified and experienced managerial and supervisory staff with specialization in Housekeeping services in large scale hospital setup shall be deployed. by the agency from own resources within the contractor services charges for smooth carryout of those works and services.

The following manpower requirements are according to the type of patient care and General public Areas. Cleaning & Housekeeping services shall be maintained by the bidder at highest standard:

- Wards:** Minimum 1 Sanitary Attendant (Housekeeping Attendant) in each shift for a ward size of upto 30 beds, if more than 30 beds the none additional sanitary attendant (Housekeeping Attendant) may be provided in each shift.
- Operation Theatre:** One sanitary attendant (Housekeeping Attendant) for two operation theatres for each shift.
- Intensive Care Unit:** One sanitary attendant (Housekeeping Attendant) for up to six ICU beds in each shift and thereafter additional for each six beds in the morning shift. However, in the evening and night shift allocation can be halved.
- OPD:** In OPD's one dedicated sanitary attendant (Housekeeping Attendant) should be posted for each public toilet considering the number of foot falls and for other areas separate allocation should be made.
- Wherever two sanitary attendants (Housekeeping Attendant) are posted effort should be made to post a female sanitary attendant (Housekeeping Attendant) when other being male.
- There should be a dedicated cleaning gang of 4 to 8 sanitary attendants (Housekeeping Attendant) to be deployed, which will be utilized for deep cleaning and washing of patient care areas and other areas.
- Dedicated sanitary attendants may be posted for cleaning of toilets in patient care areas so as to ensure highest level of hygiene and cleanliness.
- Corridors, General Offices and General public Areas – 2500 Sq ft in Hospital and 3000-3500 sqft area cleaning, 1 No. of S.A. should be deployed.

3. Minimum Qualifications of the Housekeeping Manpower:

S. No.	Designation	Eligibility qualification	Experience
1.	Supervisory staff	Graduate	05 years in Supervision of sanitation in a Recognized Hospitals /Institution
2.	Store Keeper	Graduate	03 years in managing stores in a recognized Hospitals /Institution
3.	Equipment Operators	10th pass with suitable training	NIL
4.	Sanitary Attendant (S.A.)	10th pass with skill development course in housekeeping / sanitation or in house structured raining	NIL

		program or its equivalent	
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Roles and Responsibilities of Medical Superintendent

- Overall supervision and monitoring of the sanitation programme of the Hospital/ Institution/ Organisation.
- Chairing the committee on sanitation services and providing the guidance whenever required.
- Oversight of planning, development and budget monitoring.
- Manpower planning.
- Appointing and disciplinary authority.
- Interaction and assigning duties to immediate subordinate officers.

Roles and Responsibilities of Housekeeping/Sanitation Committee

- They should be faculties from Department of Hospital Administration or equivalent to the rank of Deputy/Addl. Medical Superintendent.
- Have full administrative responsibility for the hospital sanitation program.
- Usually reports to the top management for sanitation services i.e. Medical Superintendent, Medical Director etc.
- Fully responsible for planning, organizing, staffing, directing, controlling and evaluating the sanitation programme.
- Coordination of hospital sanitation activities with other programs and activities in the hospital.
- Initiate, shape and set policy, procedures, standards and goals; develop and apply an internal program of management review, appraisal and improvement.
- Establish the balance between quality and quantity in light of budget and ceiling constraints.
- Development and maintenance of standards for cleanliness and sanitation. These standards encompass various aspects, e.g. frequency of cleaning; the methods, procedures and safety precautions to be followed.
- The selection, measurement and proper use of housekeeping and cleaning supplies; and the use and maintenance of housekeeping equipment.
- Overall responsibility for supervision of subordinate staff in maintenance of cleanliness in Hospital.
- Preparation of duty roster of Sanitary Inspector(s) and Sanitary Supervisor(s).
- To certify the work done during contract period and verifying payment bills for daily wages.
- To submit monthly score report along with recommendation of penalty, if any as per penalty clause-24
- To take regular rounds of wards / departments to ensure proper sanitation.
- Monitoring and liaison with other agencies for e.g. Civil engineering department for opening of blocked sewage lines, drains etc.
- To organize pest control programme in the hospital at regular interval.
- Liaison with municipal corporations/civic agencies for daily removal of garbage (municipal waste) etc.
- Ensure proper implementation of Biomedical Waste Management Handling Rules 1998 and standard precautions while handling Bio-Medical Waste.
- Induction and in service training of sanitation staff and supervisors.
- To educate and or train sanitation staff properly to enable them perform their duties efficiently specially about the use and safety aspects of cleaning agents and chemicals.
- Stores-indenting, maintenance of stores of sanitation item and inventories of expandable and non-expandable items.
- Responsible for maintenance of proper sanitation in the hospital premises including other areas i.e. administrative block, offices and hostels.
- Assist top management for Planning of sanitation services.
- Monitoring work of Sanitation officer and Sanitary Inspectors
- Search constantly for and test new techniques and products.
- Any other duty assigned by Head of Institution.

Roles and Responsibilities of Sanitary Inspector

- He/she is sanitation in charge of the assigned area.
- To supervise and guide sanitary supervisors in their work.
- To report to Sanitation Officer, regarding administrative constraints faced by Sanitary Attendants of the area.
- To take surprise round of ward/OT etc. for cleanliness of toilet etc.
- Any other responsibility assigned by Sanitation Officer or Hospital Administration.

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.

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.

4. Bidder shall ensure cleaning of all areas under four walls of AIIMS, MIHAN, Nagpur –441108 which includes but not limited-

Floor, walls and tiles, glass partitions, windows with glass, corners, ceilings including cobwebs, doors with handles, chairs & office furniture, telephone, computer, Overhead projectors, Counters & Nurses' station, notice boards, staircases including rear ones and all railings Signage, Door Mats, Drinking water area & equipment cleaning, Garbage/Waste collection, Dustbins, Terrace cleaning, lightings, all fans, O.T. floors & walls, Patient/Examination beds & side table, Gas pipelines dusting, Disinfection of O.T. floor & walls Dressing Rooms, treatment rooms, Toilets/Rest room cleaning, Paved corridors, Lifts cleaning all aspects, switch, exhaust cleaning, Dust cleaning from linen/book/files/curtains and all upholstery, Spill Management as per HIC protocol, Soiled bed /Vomits cleaning, Dirty Utility/Sluice Room, Disinfection of Mattress, Cleaning of urine pots, bed pans, sputum pots or other patient care items as and when required, Removing soiled linen, primary cleaning of linen items in the OTs/ICUs/IPD Wards etc. before handing over to Laundry Service Operator for further cleaning, Fixed glass panes/structural glazing/external mosaic, Basements, Parking Area, Roads, Green areas, Grills, Water floods/overflow outer areas, Rubble, debris or any other heaps in outer areas, Plastic mugs, OT chapels /slippers, critical equipment, Cleaning during construction works, choked manholes, cleaning services during natural calamity/ disaster, Colour coded refuse trolleys to transport biomedical waste and CCTV, Public address system etc.

5. Dusting of the fire extinguishers, gas pipelines, Air Conditioners, Fans, Light & Fixtures, LED Screens, TVs, Medical Equipments etc., shall be done by the housekeeping Contractor under the routine maintenance & shafts cleaning shall be done by the concerned Engineering Dept. of AIIMS Nagpur.

6. **Cleaning of difficult stains and rust:** Removal procedure to be well defined including use of specific chemicals. The cleaning of Upholstery to be included in the same. While removing the difficult Stains, the basic principles as follows may be kept in mind: -

- i. All stains should as far as possible, be removed while still fresh.
- ii. Before using any reagent, it should be tested on a hidden or small portion of the surface.
- iii. If the nature of the stain unknown, it should be treated first by the least harmful method, passing on from one process to next more active until an effective reagent is reached.
- iv. The nature and texture of the surface should be borne in mind while selecting the reagent for stain removal.
- v. There agent bottle should be tightly capped after each use.
- vi. The room should have good ventilation.
- vii. After stain removal, the reagent should be neutralized. An acidic solution is neutralized with an alkaline one and vice / versa. A thorough rinsing with clean water is essential after each treatment.

7. Spills of blood and other body substances, such as urine, faeces and emesis, must be contained, cleaned and the area disinfected immediately.

8. **Bio Medical Waste (BMW) Management:** Separate passages and/or timings as per the Bio- Medical Waste (Management and Handling) Rules, 1998. Where Common BMW Treatment Facility exists, same can be outsourced & where not, the BMW can be treated /disposed in house as per the BMW management rules. Please refer to the Bio- Medical Waste (Management and Handling) Rules, 1998 for details. Contractor has also the responsibility of General Waste management and Disposal of general waste from IPD and OPD complex. **General waste collected from central garbage collection point and to be disposed off by the contractor at NMC dumping yard. Distance from AIIMS Nagpur to dumping yard is Approx. 10-15 Kms.**

9. **Chemicals:** At least three reputed brand names with ISI Marks to be proposed for all the chemicals to be used for cleaning. All cleaning agents and disinfectants should be appropriately labeled and stored in a manner that eliminates risk of contamination, inhalation, skin contact or personal injury. Chemicals must be clearly labeled and MSDS must be readily available for each item in case of accidents. If a refillable bottle is used for storing disinfectant solution, it should never be topped up with fresh disinfectant. Always use a clean, dry, appropriately sized bottle, label the product and date it. The product should be discarded when past the expiry date for stability.

10. **Equipment:**

Minimum no. of Equipments, tools tackles etc. to be maintained in the hospital Following given list of equipment is merely indicative in nature and healthcare organization are required to provide equipment from given list.

- a) Heavy duty scrubber dryer- as per requirement.
- b) Ride on scrubbers- one per each building of IPD, OPD and can increase as per requirement.
- c) Walk behind scrubbers- one per each floor in IPD building & OPD ward and can increase as per requirement.
- d) Industrial Vacuum Cleaner wet & dry-One per each floor in IPD ward, OPD ward and rest as per requirement.
- e) High Pressure Jet Cleaners/Washer- one per building of IPD, OPD and rest as per requirement.
- f) Road Sweeper (Manual and ride on Machine/vehicle) as per requirement.
- g) Scrubbing & Vacuuming (Combined) single disk-one per building of IPD, OPD and can increase as per requirement.
- h) Small battery-operated scrubber Machine- one per building of IPD, OPD.
- i) Polishing & Cleaning Machine as per requirement.
- j) Three bucket wringer trolleys/Multi use trolleys/ Bucket carrying trolleys-one per each floor/ each ward/each OT.
- k) Rubber squeezers as per requirement.
- l) Ladders (24ft and 12ft) as per requirement.
- m) Scissor Ladders as per requirement.
- n) Dust Control mop Caddy Baskets as per requirement
- o) Any other Cleaning Equipment as per the need / requirement of the AIIMS Nagpur
- p) 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. Tool for cleaning toilets shall be ones that will minimize splashing.

q) Dustbins shall be provided by the institute. However, repair/replacement, in case of damage or loss will be the responsibilities of contractors

It is mandatory to follow three bucket system for cleaning of Hospital complex. Three bucket wringer trolleys should be available in each floor, each ward and OT area.

11. 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.

Functional Risk Category	Induction Training	Refresher Training/on the job training frequency
High Risk Area	24 hours of intensive training on general cleaning and infection control followed by 7 days of supervised duties	Training of four hours every month
Moderate Risk Area	16 hours of training on general cleaning and infection control followed by 5 days of supervised duties	Once in every month for 2 hours
Lower Risk Area	8 hours of training on cleaning practices followed by three days of supervised duties	Every six months for 2 hours

12. Induction Training Topics for Sanitary Attendant (Housekeeping Attendant)

1. Orientation
2. Organization
3. Job Description—duties &responsibility
4. Grooming
5. Uniform and protective gear
6. Leave Procedures
7. Cleaning chemical—Use & dilution rate
8. Handling equipment – with demonstration
9. Awareness training about needle stick injury and reporting protocol
10. Spill Management
11. Step by step cleaning procedures for different areas and surfaces (for example)
 - Cleaning of furniture
 - Light fixtures
 - Maintaining upholstery
 - Floor care
 - Glass cleaning
 - Metal polishing
 - Tiles cleaning
 - Elevator cleaning
 - Stair case cleaning
 - Dado & skirting cleaning
 - Corridor cleaning
 - Dusting
 - Mopping
 - Stain removal
 - Reporting repair and maintenance
 - Safety & security
 - Garbage removal
 - Fire safety
 - Penalties for misconduct/ not working
 - Any other areas or surface

13. Induction Training Topics for Sanitation Supervisor

1. Orientation.
2. Organization.
3. Job Description—duties &responsibility

4. Grooming
5. Uniform and protective gear
6. Leave Procedures
7. Cleaning Chemicals
8. Equipment handling
9. Awareness training about needle stick injury and reporting protocol
10. Spill Management
11. Inspection and filling up checklist
12. Reporting repair and maintenance
13. Step by step cleaning procedures (as mentioned for attendants)
14. Safety and security
15. Fire training
16. Documentation of records (work done, attendance, leave etc.) and knowledge of computers
17. Garbage removal

14. Wet mopping and vacuum cleaning should be done for cleaning within AIIMS Nagpur premises. Use of Broom and dry dusting is not permissible.

15. **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 following defined intervals:

- a. High risk areas - In each shift
- b. Moderate risk areas – Everyday.
- c. Low risk areas –Every week

16. Bidder would ensure that healthcare area 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 should ensure that patients and attendants are not disturbed.

17. The contractor shall perform the cleaning as per the standard operating procedures **contained in National guidelines for clean hospital 2015 issued by MOHFW, & NABH Policy LAU/HIC 2/ CLEANING SCHEDULE/Version 1.0/1stDec 2008, and Contractor has to abide by the KAYAKALP guidelines.**

18. The contractor shall procure the consumables (soap, toilet roll, paper towels, plastic mugs, hockey brush, wipers, toiletries etc). / Chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation & housekeeping. The contractor shall use eco friendly and ISI marked detergents, chemicals, consumables only in the AIIMS Nagpur Housekeeping works. These chemicals should not damage/cause harm to the AIIMS Nagpur property or of the users. The approval of the authorized representative of the AIIMS Nagpur shall be obtained before placing the purchase order to their consumable items suppliers. The AIIMS Nagpur 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. The AIIMS, Nagpur 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 AIIMS Nagpur authorities.

19. The prices for providing required consumables needed to be used for handling the AIIMS Nagpur Housekeeping job shall be added in the Administrative/Service Charges during filling of its financial Bid. AIIMS Nagpur will not pay any amount separately to any Contractor on account of Consumable Items means the Contractor himself workout the monthly consumption of consumable items and shall add the same in their Administrative/Service Charges during bidding in this e-tender.

20. No cleaning material and consumables shall be manually transported. Janitor's trolleys shall be used during cleaning activities.

21. Bidder shall be deemed to have full knowledge of the site and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The bidder shall visit the AIIMS Nagpur in coordination with the AIIMS Nagpur authorities to inspect and examine the site and assess the manpower required in

a professional manner and also collect all information that he/she considers necessary for proper assessment of the prospective assignment. The bidder shall be responsible for arranging and maintaining facilities for workers and other services required for executing the work. Submission of e-tender bid implies that the bidder has read this notice and has made himself fully aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.

22. Low risk areas will have one/two shifts; outpatient departments will have two shifts and rest all patient care areas will have three shifts i.e. 24x7 coverage.

23. It will be the responsibility of the contractor to provide uniform of distinct colour and design as approved by the AIIMS Nagpur authority and ensure its compliance.

24. The contractor shall issue identity cards to its employees in consultation with Security officer of the AIIMS Nagpur 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.

25. 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.

26. He 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.

27. **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.

28. **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:

Building elements	Required cleaning standard
External features, fire exits and stairwells Handrails are clean and free of stains	<ul style="list-style-type: none"> • 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.
Walls, skirting's and Ceilings	<ul style="list-style-type: none"> • 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 lusters.
Windows (internal)	<ul style="list-style-type: none"> • 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.

Doors	<ul style="list-style-type: none"> Internal and external doors and door frames 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 luster.
Hard Floors	<ul style="list-style-type: none"> The floor is free of dust, grit, dirt, litter, marks and spots, water or other liquids. The floor is free of polish or other buildup at the edges and corners or in traffic lanes. The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, dirt, lint and spots. Polished or buffed floors are of a uniform luster. Appropriate signage and precautions are taken regarding pedestrian safety near newly cleaned or wet floors.
Ducts, grills and ventilations	<ul style="list-style-type: none"> All ventilation outlets are kept unblocked and free of dust, grit, dirt, soil, film, cobwebs, scuffs and any other marks. All ventilation outlets are kept clean and uncluttered following cleaning.

Environmental Elements

Environmental Elements	Required cleaning standard
1. General tidiness	<ul style="list-style-type: none"> The area appears neat, clean, tidy and uncluttered 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.
2. Door control	<ul style="list-style-type: none"> The area smells fresh. Door should not distasteful or unpleasant. Room Doors are clean and functional

Fixture Elements

Fixture elements	Required cleaning standard
Electrical fixtures and appliances	<ul style="list-style-type: none"> Electrical fixtures and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs. Electrical fixtures and appliances are kept free from signs of use or nonuse. Hygiene standards are satisfied where the fixture or appliance is used in food preparation.

Fixture elements	Required cleaning standard
Furnishings and fixtures	<ul style="list-style-type: none"> Range hoods (interior and exterior) and exhaust filters are free of grease and dirt on inner and outer surfaces. Motor vents etc. are clean and free of dust, dirt and lint. Drinking fountains are clean and free of stains and mineral buildup. Insect killing devices are free of dead insects, and are clean and functional. Hard surface furniture is free of spots, soil, film, dust, dirt, finger prints and spillages. Soft surface furniture is free from stains, soil, dirt, film and dust. Furniture legs, wheels and castors are free from mop strings, soil, dirt, film, dust and cobwebs. Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, dirt, lint and spots. All high surfaces are free from dust,

	<p>dirt and cobwebs.</p> <ul style="list-style-type: none"> • Curtains, blinds and drapes are free from stains, dust, dirt, cobwebs, lint and signs of use of nonuse. Equipment is free of tapes/plastic etc that may compromise cleaning. Furniture has no odor that is distasteful or unpleasant. • 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. • Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact. • Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs.
Pantry fixtures and appliances	<ul style="list-style-type: none"> • Fixtures, surfaces and appliances are free of grease, dirt, dust, encrustations, marks, stains and cobwebs. • Electrical and cooking fixtures and appliances are kept free from signs of use or non use Motor vents etc. are clean and free of dust, dirt and lint. • Refrigerators/freezers are clean and free of ice build-up.
Toilets and bathroom fixtures	<ul style="list-style-type: none"> • Porcelain and plastic surfaces are free from smudges, smears, body fats, soap buildup and mineral deposits. • Metal surfaces, shower screens and mirrors are free from streaks, soil, dirt, smudges, soap build a up and oxide deposits.

Fixture elements	Required cleaning standard
	<ul style="list-style-type: none"> • Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, dirt, smudges/streaks, mould, so a build up and mineral deposits. • Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fats. • Plumbing fixtures are free of smudges, dust, dirt, soap buildup and mineral deposits. • Bathroom fixtures are free from odors that are distasteful or unpleasant. • Polished surfaces are of a uniform luster. Sanitary disposal units are clean and functional. Consumable items are in sufficient supply.

Equipment Elements	Required cleaning standard
Patient Equipment	<ul style="list-style-type: none"> • Equipment is free from soil including blood or body fluids, smudge, dust, dirt, fingerprints, grease and spillages. • Equipment is free of tapes/plastics etc. that may compromise cleaning. • Equipment legs, wheels and castors are free from mop strings, soil, film, dust, dirt and cobwebs. • Equipment has no odor that is distasteful or unpleasant. • Equipment is free from signs of nonuse.
Cleaning equipment	<ul style="list-style-type: none"> • Electrical appliances (and filters), web and dry vacuum cleaners and burnishes/buffing machines are stored free of grease, dirt, dust, encrustations, marks, stains and cobwebs. • Electrical and battery operated appliances have visible, current tags displaying safety check, service and inspection information. • Battery operated equipment (auto scrubber) is stored free of dirt, dust, marks, stains and cobwebs. • Legs, handles, wheels and castors on cleaning equipment are free from stains, soil, dirt, film, cotton, fluff, cobwebs and dust. • Cleaning equipment using water is stored clean and dry. • Vacuum head and hose are free from dust and blockages and vacuum bags are in good condition and not overfull.

	<ul style="list-style-type: none"> • Annual review and risk assessment of cleaning equipment is documented and current. Cleaning trolleys are free from spillages, dirt and dust. • Use of cleaning chemicals complies with chemical safety data sheets, dilution and storage instructions.
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ALL INDIA INSTITUTE OF MEDICAL SCIENCE, NAGPUR

Score Report for the Month of _____

Name of Work Place _____

Sr. No.	Date	Cleaning of Floor and Wall	Cleaning of Table, Doors, Windows	Cleaning of Washroom × 3 per shift	Cleaning of bed/equipments/instrument/ urinals	Dress Code / Attitude/ Obeying of workers	Aggregated Score
Total		20	20	20	20	20	100
1	Day by Day						
Total Score = AVERAGE score for the Month /Total Working Days							

Monthly score report will be submitted by housekeeping /sanitation committee along with recommendation of penalty, if any as per penalty mentioned for different offences in clause-24

Note:-

- All units of the AIIMS Nagpur Designated by Deputy Director (Admin) / Management will use the same score card.
- Average score of every unit same thus total average of all units will be taken as a final consideration for the payment and penalty.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR-441108

UNDERTAKING/DECLARATION

Acceptance of Terms & Conditions of AIIMS Nagpur

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

(Should be given on Letter head of Company)

1. I/We.....

2. Son/Daughter of Shri. Authorized Signatory of
Proprietor/ Partner/ Director authorized to sign/ execute this declaration and execute this e-tender document.

3. I/We are not associated presently or in the past with any of the office bearers of AIIMS Nagpur, either directly or indirectly.

4. I have carefully read and understood all the terms and conditions of the e-tender and hereby convey my acceptance of the same.

5. The information / documents furnished along with the above applicable are true and authentic to the best of my knowledge and belief. I/we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my e-tender at any stage liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date:.....

Full Name:

Place:.....

Company's Seal:

Please Note: - The above Undertaking/Declaration, duly signed and Stamped by the Authorized Signatory of the Company, should be enclosed with Technical Bid Documents and submitted its original hard copy with Technical Bid Envelope and scanned copy must uploaded.

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR -441108

ANNEXURE-II

TECHNICAL BID

(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)

UNDERTAKING – YEARS OF EXPERIENCE

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

I/We M/s _____ hereby declare that:

- Our agency has been in business for a period of at least last 3 years in sanitation, & Housekeeping & services for which the relevant supporting documents are submitted.
- The list of Hospital/commercial establishments served by our agency in the last 3 years is given below.

S. No.	Govt./Private Hospital/ Commercial establishments used by public	No. of beds/ Area	No. of employees provided	Duration of contract	Contact details of the Govt./Private Hospital/commercial establishments (Contact person, address and telephone number)
1.					
2.					
3.					
4.					
5.					

- We provide the undertaking that we provided sanitation & housekeeping services in **Govt./Private Hospital/commercial establishments** of similar size. (Please provide details of last three years experience):

S. No.	Govt./Private Hospital/ Commercial establishments used by public	No. of beds/ Area	No. of employees provided	Duration of contract	Contact details of the Govt./Private Hospital/commercial establishments (Contact person, address and telephone number)
1.					
2.					
3.					

4.					
5.					

4. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender terms within 15 days of award of tender (A/T)/Letter of intent (LOI).
5. We declare that we have necessary infrastructure/tie-up for the maintenance of the equipment being used and enough manpower to cater to any additional need of AIIMS Nagpur in short notice (any increase in required manpower), if any such need arises during the tenure of the contract.
6. We fulfill all the statutory requirements of the relevant labour laws in India

Name & Signature of Bidder(s) with seal

TECHNICAL BID

(Should be uploaded in the Technical Bid Slot of E-Tendering Portal)

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

STRUCTURE & ORGANISATION

1. Name of address of the bidder:
2. Telephone no./Telex no./Fax no./Cell No./Email ID:
3. Legal status of the bidder (attach copies of original document the legal status)

(a)	A Society registered under the Societies Registration Act, 1860	:
(b)	A proprietary firm	:
(c)	A partnership firm	:
(d)	A limited company or Corporation	:

4. Particulars of registration with various Government bodies (attach attested photocopy).

	Organization/ Place of registration/license	Registration/license No.
1		
2		
3		

5. Name and titles of Directors/ Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act on behalf of the organization.
7. Was the bidder ever required to suspend operation for a period of more than one month continuously after you commenced the operation? If so, give the name of the project and reasons of suspension of work.
8. Has the bidder or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the bidder or any constituent partner in case of partnership firm, even been debarred/black listed for tendering in any organization at any time? If so, give details.
10. Has the bidder or any constituent partner in case of partnership firm, ever been convicted by a court of law? If

11. Has the bidder any valid VAT/Works Contract Tax registration with the Sales Tax Department?
12. Total number of employees along with their designations engaged by the bidder for the sanitation and housekeeping services.
13. Any other information considered necessary but not included above.

Signature with seal of Bidder(s)

Place:

Dated:

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR -441108

Website: www.aiimsnagpur.edu.in Email Id: procurement@aiimsnagpur.edu.in

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

TECHNO-COMMERCIAL BID DOCUMENTS - CHECK LIST (ALL MANDATORY DOCUMENTS NEEDS TO BE UPLOADED TO QUALIFY TECHNICALLY)

(Upload Signed, Stamped and Scanned copy of following Techno-Commercial Bid Documents including Techno-Commercial Bid Check List in the Techno-Commercial Bid Document Slot of E-tendering Solution for Qualifying in technical Bid)

S. NO.	NAME OF DOCUMENT'S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*	YES	NO	Remark
(1)	Hard copy of EMD of Rs. 21,60,000/- (Twenty One Lakh Sixty Thousand Only) in the form of FDR/DD/BG in the format given at "Annexure-V" from Commercial Bank, in favor of "The Director, AIIMS Nagpur" valid for six months period (i.e. for 180 Days) should be submitted in Central Store office, Administrative Building, AIIMS Nagpur, MIHAN, Nagpur- 441108 on or before Closing date of the bid.			
(2)	Original copy of undertaking duly signed & stamp on letter head of company for Non-Association with AIIMS Nagpur Officials and Acceptance of AIIMS Nagpur Terms and Conditions in the Format given at Annexure-I.			
(3)	All Documents as given below need to be uploaded in the Techno-Commercial Bid Document Slot of CPP Portal.			
I.	Signed and scanned copies of tender documents must be uploaded in E-tender portal of CPP.			
II.	Signed and scanned of valid Registration/Incorporation Certificate of the Firm/agency			
III.	Signed and Scanned Copy of GST Registration Certificate in the name of Company/firm			
IV.	Signed and scanned copy of PAN Card of the firm/company.			
V.	Signed and scanned copies of at least 03 Years' experience in Sanitation & Housekeeping Services in Govt./Private Hospital/commercial establishments (Hotels, Malls, Airports, Railway Stations) etc. Details of experience in last three years should be submitted as per Annexure-II. Proof of successful execution along with certified copies of the award/agreement of the above mentioned works should be submitted.			
VI.	Signed and scanned copies of Average Annual Turnover of Rs. 12.00 crores in the last 03 financial years i.e. 2019-20, 2020-21 & 2021-22. A certificate to this effect from Chartered Accountant with UDIN Number should be provided.			
VII.	Signed and scanned copy of registration certificate under Employees State Insurance Act			
VIII.	Signed and scanned copy of registration with Employee Provident Fund organization			
IX.	Signed and scanned a copy of the Authority Letter from competent authority of the agency/firm in the name of Authorized official on agency/firm's Letter Head.			
X.	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.			
XI.	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.			
XII.	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.			
XIII.	Organizational Information: Bidder is required to submit the organization information as per Annexure III			

Note: If the above all desired document's legibly scanned & copies have not uploaded by the any participating Bidder, their bid liable for rejection in "Pre- Qualification Bid" Stage.

Name & Signature _____ Seal of the participating Bidder Company

FINANCIAL BID

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

(Should be filled in BOQ format and upload in Financial Bid Slot on CPP Portal)

FINANCIAL QUOTE EVALUATION

(A)

SI No.	CHARGES PER MONTH	
1	Monthly Remuneration and other statutory components i.e. EPF, ESIC etc.	<p>Not to be quoted by bidders.</p> <p>Monthly remuneration will be paid to sanitary attendants, machine operator and store keeper in accordance with M/o Labour and Employment Circular No. 1/16(5)/2022-LS-II dated 28/09/22 under category of Sweeping and Cleaning work.</p> <p>Monthly remuneration to supervisors will be paid in accordance with M/o Labour and Employment Circular No. 1/16(3)/2022-LS-II dated 28/09/22 under category of semi skilled /unskilled supervisory.</p> <p>As per Kayakalp Guidelines, an additional hospital risk allowances of 10% of wages will be paid.</p> <p>Other statutory components like EPF, ESIC etc. will be paid as applicable over and above on monthly wages.</p> <p>Further, monthly wages will be revised from time to time as per the circular of M/o Labour and Employment.</p>
2	Contractor Service Charges for providing the Services as per Tender T & C (in percentage) Service charges will be paid on total value of monthly remuneration paid in one month*	<p>To be quoted by bidders in BOQ format</p> <p>Bidders to quote service charge considering the charges of machines / tools provided for cleaning, cost of cleaning materials as per requirement and disposal of garbage on daily basis from AIIMS Nagpur premises to NMC or approved agency dumping yard.</p>
GST will be extra as applicable		

*L1 will be decided on quoted service charge only.

NOTE:

- Number of Machines shall be determined by the bidder after physical verification of AIIMS, Nagpur Campus as per scope of work.
- The payment of the bill shall be made on the basis of actual manpower deployed and rate quoted in the tender.

IMPORTANT NOTE:

- (A) The Manpower requirement stated in the E-tender Document is only indicative as per existing load requirements of AIIMS Nagpur. The Manpower will be increased proportionately as per needs of AIIMS, Nagpur. Contractor shall liable to provide the additional manpower, if any directed by AIIMS Nagpur at Manpower Charges in respective manpower category wise.
- (B) The minimum wage rates of manpower will be as per Central Labour Rules specified by the Central Labour Commissioner, Ministry of Labour & Employment, Govt. of India and shall vary according to the Amendments/Increments enforceable by the Govt. of India from time to time, however, the offered rate/amount of other items no. shall remain constant and will not exceed in any case from the monthly quoted rates of those items.
- (C) The agency will have to provide two sets of uniform per year including ID Cards to all the engaged workers working at AIIMS Nagpur premises and Gum boots, hand gloves, safety goggles, masks (to whom required as per work allocation) of good quality. The uniform color shall be approved by the Competent Authority of AIIMS Nagpur. The dress includes full Trousers, Shirt of full sleeves and white coat apron for Male and Sari/Salwar Kurta of full sleeves with white coat apron for Female workers.
- (D) The contractor has to ensure timely payment (**latest up to 7th of every Month**) on the basis of current minimum wage rates applicable in the Nagpur, circle as per Central Govt. Rules to the workers deployed at AIIMS. The contractor will have to make payment through cheque/RTGS after opening of individual bank account for the workers deployed at AIIMS and also forward the copy of the monthly bank statements of the engaged workers for AIIMS Nagpur Housekeeping to AIIMS Nagpur after depositing the cheques/RTGS for necessary information/records. Further, copy of ESI cards, EPF No. issued to the workers should also be submitted to AIIMS Nagpur for necessary information/records.
- (E) Contractor should work out and quote monthly amount inclusive of all expenditure and applicable taxes including Service Tax (Contractor Liability part) in the above given Financial Bid format.

I/we also declare that, I/we will abide by all the Terms and Conditions of this E- tender and Rules and Regulation of AIIMS Nagpur Administration, which so ever communicated to me time to time, if awarded the E-tender.

I/we are also aware of that the Director, AIIMS Nagpur reserves his exclusive right to cancel our E-tender in part or full without assigning any reason, what so ever, and for the same, I/we will have no right to challenge the same in any court of law.

Date:

Signature of Authorized Person of the Tenderer Full Name

Place:

Company's Seal

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

FORMAT OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT (EMD-BG)

Whereas.....(here in after Called the “Bidder”) has submitted its quotation dated.....for the supply of(here in after called the “E-tender”) against the Purchaser’s E-tender Enquiry No.....Know all persons by these presents that we of (Here in after called the “Bank”) having our Registered office at is bound unto (here in after called the “Purchaser) in the sum offor which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this.....day of.....20.....The conditions of this obligation are:

If the Bidder withdraws or amends, impairs or derogates from the e-tender in any respect within the period of validity of this e-tender.

If the Bidder having been notified of the acceptance of his e-tender by the Purchaser during the period of its validity (180 Days):-

- a) fails or refuses to furnish the performance security for the due performance of the contract. or
- b) fails or refuses to accept/execute the contractor
- c) if it comes to notice that the information/documents furnished in its e-tender is incorrect, false, misleading or forged

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This EMD Bank Guarantee will remain in force for a period of additional 90 Days (Ninety days) after the period of e-tender validity (180 Days) i.e. total validity of EMD should be 270 Days (i.e. Nine Month) from the scheduled date of submission of Bid and any demand in respect thereof should reach the Bank not later than the above date.

Signature of the authorized Office of the issuing Branch of the Bank_____

FORMAT OF BANK GUARANTEE FOR PERFORMANCE SECURITY

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur.

To,

**The Director,
All India Institute of Medical Sciences,
(AIIMS) Nagpur -441108.**

WHEREAS _____ (Name and address of the supplier)
(Here in after called "the supplier") has under taken, in pursuance of contract no _____ dated
_____ to supply (Stores) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; AND WHEREAS we have agreed to give the supplier such a bank guarantee; NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we here by waive notice of any such change, addition or modification.

This guarantee shall be valid up to 27 (Twenty Seven) months from the date of satisfactory acceptance of Supplies in the User Department at AIIMS Nagpur i.e. up to _____ (indicate date).

(Signature with date of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

(Seal, name & address of the Bank and address of the issuing Branch, including Telephone No. & Email ID)

Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

FORMAT OF CONTRACT AGREEMENT

(Format for Entering into Contract Agreement with the Qualified Tenderer on Non-Judicial Stamp Paper worth of Rs. 500/-)

(Address of the Purchaser's/Consignee's Office issuing the contract)

THIS AGREEMENT made of thisday of.....20.....between (here in after "the Client") of the one part and **M/s** (here in after called "the Contractor") of the other part:

WHEREAS the Client is desirous that certain services viz. Supply Housekeeping & Allied Services in the e-tender reference no Datedand has accepted a bid by the Contractor for the performance services for the sum of **Rs.**...../- (**Rupees** only) (here in after called "the Contract Price") and supply of services as per rates given in the financial bid of its e-tender.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to, and they shall be deemed to form and be read and construed as part of this agreement.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - a) The Letter of Acceptance/Notification of Award issued by the Client.
 - b) The supplier's bid including enclosures, annexure, etc.
 - c) The General Conditions of the Contract
 - d) The Detailed Scope of Housekeeping Work given at Section-III
 - e) The Financial Bid

Any other document listed in the supplier's bid and replies to queries, clarifications issued by the purchaser, such confirmations given by the bidder which are acceptable to the contractor and the entire Addendum issued as forming part of the contract.

3. In consideration of the payments to be made by the Client to the Contractor as here in after mentioned, the Contractor hereby covenant with the Client to provide, the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Client hereby covenants to pay the Contractor in consideration of the provision of the goods and services and the remedying of defects there in, the Contract Price or such other sum as may become pay able under the provisions of the Contract at the times and in the manner prescribed by the Contract. Brief particulars of the goods and services which shall be supplied / provided by the Contractor is as under:-

Sl. No	Brief Description of Services	Contract Duration	Total Price	GST & other statutory liabilities in %	Total value inclusive of GST & Other Statutory Liabilities
1.					

2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

IN WITNESS where of the parties here to have caused this Agreement to be executed in accordance with the laws in force, the day and year first above written.

<p>For and on behalf of the ‘Agency’</p> <p>Signature of the authorized Official</p> <p>Name of the Official Stamp/Seal of the ‘Agency’ SIGNED, SEALED AND DELIVERED</p> <p>By the Said _____ Name on behalf of the ‘Agency’ in presence of</p> <p>Witness1: _____ Name: _____ Address: _____</p> <p>Witness2: _____ Name: _____ Address: _____</p>	<p>For and on behalf of the “Director, AIIMS Nagpur”</p> <p>Signature of the authorized Officer</p> <p>Name of the Officer</p> <p>By the said _____</p> <p>Name on behalf of the “The Director, AIIMS Nagpur” in presence of</p> <p>Witness 1: _____ Name: _____ Address: _____</p> <p>Witness 2: _____ Name: _____ Address: _____</p>
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Name of the E-tender: Outsourcing of Service Provider for the Work of Cleaning, Sanitation, Housekeeping & allied services in OPD & IPD of AIIMS, Nagpur

Format for providing facilities, Wages, ESIC, EPF, Bonus, Uniform Outfits etc. to each of individual Employee deployed for AIIMS-Nagpur for Housekeeping & Allied Services (Applicable for submit after deployment of Manpower at AIIMS Nagpur)

For Individual Sanitary Attendant (Housekeeping Attendant /Machine Operator/ Supervisor etc. due and net payable/paid monthly wages etc. may be furnished in the following format: -

1. S. No.
2. Name/ EPF Code & IP No.
3. Basic
4. Weekly Off
5. Total Days(Duties)
6. Total No. of Days(Duties)
7. P.F Employer Share
8. P.F Employee Share
9. ESI Employer Share
10. ESI Employee Share
11. Total Net Payable/Paid with Bank Account No