

Notice Inviting Tender
Imphal, the 14th Jan, 2019

No. B/BIO/3004/2018-RIMS: Tender For Sanitation & Housekeeping Services including Bio-Medical Waste Management in RIMS, Imphal.

Regional Institute of Medical Sciences (RIMS), Imphal, Manipur, an autonomous institute under Ministry of Health & Family Welfare, Government of India invites sealed tenders for providing Sanitation & Housekeeping Services including Bio-Medical Waste Management at OPD Block, IPD Block including OT, ICU, ICCU, SICU, NICU, Private Wards, Radiotherapy, Radiodiagnosis, Psychiatry, PMR, Dental College, Emergency, Trauma, Burn, Casualty, Laboratories including Sample collection Centres and Pay toilets, Morgue, Departments of Anatomy, Pharmacology, Microbiology, Biochemistry, MDRU & VDRL and any other sites where Bio Medical Waste are generated in **TWO BID FORMAT** (Separate Technical Bid and Financial Bid). Bidders are requested to quote their best offer along with the complete details of specifications, terms & conditions. Quotation should be sealed and super-scribed with tender name, number and address to:

**“The Administrative Officer
Regional Institute of Medical Sciences,
Imphal – 795004”**

Tender papers will be available from the Cashier, A-Block, RIMS, Lamphelpat, Imphal on payment of Rs. 1000/- or down loaded from the Institute website i.e. www.rims.edu.in. Those submitting bids with the downloaded forms will be required to enclose Rs. 1,000/- (Rupees One thousand) only in the form of Demand Draft of a nationalized Bank drawn in favour of Director, RIMS, Imphal along with the Technical bid & Financial Bid.

The sealed quotations should reach the Institute, latest by **4 pm of 24/01/2019** and it will be opened on **2.30 pm of 25/01/2019** in the Office of the Director, RIMS, Imphal in the presence of the bidder(s) or their authorized representative(s), who will present at the scheduled date and time.

Area of Work:- All open and covered area of OPD Block, IPD Block including OT, ICU, ICCU, SICU, NICU, Private Wards, Radiodiagnosis, Radiotherapy, Psychiatry, PMR, Dental College, Emergency, Trauma, Burn, Casualty, Laboratories including Sample collection Centres and Pay toilets, Morgue, Departments of Anatomy, Pharmacology, Microbiology, Biochemistry, MDRU & VDRL and any other sites where Bio Medical Waste are generated including their respective gates & the roof shall be in the scope of housekeeping services to be provided by the contractor.

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

2. General Requirements and Documentation:-

- Organisational structure and line of authority.
- Housekeeping manual and all SOP (Standard Operating Procedures).
- List of equipments used
- Colour coding.
- On job training and documentation.
- Description for each category of housekeeping.
- Hospitable and polite behaviour with patients and hospital staff.
- HBV vaccination of all the staff and its records.
- Maintaining records of:-
 - a) Needle stick injuries
 - b) Amount of different types of waste going out to outsourced agency
 - c) Memorandum of understanding
 - d) Complaint book
- Maintaining logs and checklist to be displayed at the site of the Sanitary area and signature obtained by the inspecting staff or any one deputed by Medical Superintendent.
- Both male and female staff should be posted in areas like wards, ICUs, Casualty and OPD, CCU & Wards including private wards.
- Rotation of staff if required.
- They should be well versed with Bio-Medical Waste Management Rules.

3. Daily Services: - Housekeeping / cleaning services should be provided round the clock on all days including holidays in OPD Block, IPD Block from 7:00 am to 6:00 pm from Monday to Saturday, so that all areas are kept neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8:00am in rooms where work will start at 9:00am. Contractor will arrange manpower for special VIP visits, if required and provide full support and cooperation. Housekeeping staff has to do following activities for all of the Hospital rooms of all the mentioned above departments related with clinical, para-clinical, pre-clinical where laboratories are thereby mentioned , wards, ICUs, Operation Theatres, private wards, CSSD, Labs, Blood Bank, all corridors and all covered and open areas of the mentioned areas.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis in such a way that the toilets and wash room should be kept dry and after any one used, it should be cleaned.

2. Cleaning sweeping, mopping at regular intervals on daily basis.

3. Vacuum cleaning of all carpets and upholstered furniture and cleaning of walls/roofs.

4. Cleaning and disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.

5. Cleaning blood spills and others such as human excreta, urine, vomitus, sterile body fluids as & when required with the help of Spill kit. Spill Kit should be kept displayed to every wards and SOPS be displayed.

6. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
7. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
8. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
9. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
10. Refilling, replacing and emptying of sharp containers at all stations.
11. Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
12. Spraying room fresheners in all rooms on daily basis at regular intervals.
13. Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW collection point (Morgue Service).
14. Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT Incharge).
15. Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
16. Cleaning and disinfecting of ICU beds, OT beds between cases (as per instruction & direction of OT In charge).
17. Washing of slippers in ICUs, OT, dialysis etc. Assist in fumigation of ICUs as per schedule.
18. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime.
19. All the garbage collected at the designated points spreaded over the RIMS, Imphal is to be lifted in trolleys as well as the general waste which does not require incineration should be cleared on daily basis to municipality defined yards outside RIMS, Imphal Campus. In additions to this the cleaning of garbage points is also under the responsibility of Contractor. If the garbage is not lifted as per above defined mode, penalty of Rs. 500/- on each failure occasion shall be imposed on the Contractor.
20. It is the responsibility of contractor, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned

within 2(Two) hours after reporting the complaint. If there is any loss/ inconvenience to RIMS, Imphal owing to chocking, appropriate penalties shall be imposed on the contractor.

21. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, R&T, Dental College, PMR, Psychiatry Deptt., Radiotherapy, Private Wards, Radio diagnosis, etc. as directed by the Medical Superintendent, RIMS Hospital, Imphal and Authorities of RIMS, Imphal.

22. Any additional work assigned by the ward I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.

23. Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / nursing orderly / staff nurse / nursing sister.

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

1. The contractor will prepare a flowchart indicating the method of collection / disposal, etc.

2. The contractor will teach and train his staff for the collection / disposal work.

3. The garbage will have to be disposed off at least thrice a day.

4. The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.

5. Supervision of collection of BMW (Bio Medical Wastebin) by the outsourced agency. Ensure that all the dustbins are cleared daily.

6. The Contractor/Outsourced agency should impart training to Hospital Nurses and Group D Staff for the management of BMW and vice- versa.

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

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.

2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.

3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.

4. Cleaning of all windows glasses and grill with detergent/ cleaning agents.

5. Washing of outside area with High Pressure Jet Machine.

6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.

7. The tenderer will make a cleaning program and submit to RIMS, Imphal for weekly cleaning so that RIMS, Imphal concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.

8. The contractor will work in the specified area mentioned in the scope of work.

6. Housekeeping Monitoring and Control:- For better management and smooth services, the following monitoring mechanism will be adopted by the contractor:-

1. **Toilets Checklist:-** This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervisor on duty daily and to be SOP countersigned by Sister i/c of the Ward or other controlling Officer.

2. **Management/Housekeeping Services Requirements/ Complaints Report: -**

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to In-charge Officer of RIMS, Imphal Clause will be invoked.

3. **Housekeeping Services Complaint Register: -**

This register is to be completed on the basis of information received by the Housekeeping Supervisor from RIMS, Imphal Officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e- mail, verbal complaints from RIMS, Imphal etc. and necessary action is to be taken.

7. Additional Scope Pertaining to Hospital:-

Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organisations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not be included in the general scope of work but they have to be provided by the housekeeping staff if needed. In view of the above, any work assigned by the sister I/C/Supervisor/Officers for the patient benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

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

8. Cleaning of office/Consultant Rooms:-

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

9. Cleaning of Laboratory and other Critical Areas:-

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

10. Instructions for tenderer:-

1. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the Director, RIMS, Imphal to check all relevant documents for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids. Only the Technically qualified bids shall be further considered for opening and evaluation of financial bids. The Tenderer quoting the lowest bid amount for the services defined in the Scope of Work shall be considered for award of contract. However it shall not be binding to give the contract to lowest bidder. For the purpose of comparison of bid amount relating to manpower to determine the L1 bidder, the rates quoted by the respective bidders for each type of personnel will be multiplied into the corresponding maximum number of that type of personnel mentioned in Scope of Work in **Annexure - I** and total thereof derived. To illustrate, rate quoted for each worker will be multiplied into 230 i.e. the maximum number of workers required, similarly rate quoted for each Supervisor will be multiplied into 15 i.e. the maximum number of Supervisor

required, and so on for the other cadres also. Then the total value for the 5 types of personnel will be arrived at to determine the cost of manpower. Cost of chemicals, cost of consumables and rent of machines to be used in the cleaning will be taken at the face value actually quoted by the tenderer in the financial bid. Then, the total value of the 4 components i.e. manpower, Chemicals, consumables and machine rent will be added to determine the L1 bidder. However, award of work will be made by considering the actual number of personnel quoted by the L1 bidder at the rates quoted by the L1 bidder for the personnel.

2. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.

3. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.

4. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.

5. Each page of the tender documents and papers submitted along with, should be numbered signed and stamped by the authorised signatory in acceptance of the terms and conditions laid down by the RIMS, Imphal.

6. The Director, RIMS, Imphal reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.

7. The Director, RIMS, Imphal reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

11. General Instructions for Tenderer:-

1. The persons deployed by the contractor should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/ equipment's.

2. The contractor will be responsible for supply / installation / refilling / maintenance of all such items / equipment's used in wash rooms and other areas of the hospital for housekeeping purposes as given in Annexure - I.

3. The contractor must employ adult labour only. Employment of child labour will lead to the termination of the contract. The contractor shall engage only such workers, whose antecedents have been thoroughly verified.

4. RIMS, Imphal, however, reserves the right to terminate the contract by serving one months' notice, in writing if the Institute is not satisfied about the services of the

contractor. The contractor may also ask for the same by giving three months' notice but he has to provide the housekeeping facility till the next agency takes over.

5. In case of breach of any terms and conditions attached to the contract, the Bank Guarantee of the contractor will be liable to be forfeited by RIMS, Imphal besides annulment of the contract.

6. The contractor has to provide standard liveries to its housekeeping staff. The staff shall be in proper uniform provided by the contractor but approved by RIMS, Imphal with their identity properly displayed, samples of liveries will have to be submitted by the Contractor for the approval of competent authority.

7. RIMS, Imphal will provide the space for setting up a control room for the contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the hospital. The contractor will arrange for all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment's, etc.

8. RIMS, Imphal will provide space for a store room to the contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipment's in the store room and maintain a computerized record of the stores which shall be opened to inspection by RIMS, Imphal staff during working hours.

9. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the sister I/C/Supervisor/Officer of that area i.e. wards/ OPD/Stores/ Offices etc. and in addition to the instructions issued by the contractor, they have to follow all instructions and orders given by the sister I/C/Supervisor/ Officer. All instruction given by sister I/C/Supervisor/Officer should be considered in the scope of work.

10. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents, has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc., will be issued to him by the RIMS, Imphal and local conditions and other factors having a bearing on the execution of the work.

11. The Director, RIMS, Imphal does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not

fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.

12. The Contractor shall :

1. Ensure Stray Animal free environment in the premises of RIMS, Imphal.
2. Ensure that their managers/supervisors are equipped with mobile phones.
3. Provide Hospital Waste management services when applicable including all equipment, containers, trolleys etc.
4. Arrange for a garbage disposal vehicle, and other equipments required for segregation and disposal of waste in a professional manner to designated place as ear marked by the district administration.
5. The contractor has to ensure that safe method is adopted for taking out the honey and in the process there should be no harm to Patients, Employees, Commuters, or Residents from honey bees.
6. The contractor will also ensure that the garbage should be disposed separately i.e. dry and wet garbage in the marked disposal area in proper and eco-friendly manner.
7. The contractor will arrange required resources, including manpower, machinery, disposables etc. which is used by the housekeeping staff. The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves , Masks, Caps & plastic aprons etc. shall be provided by the contractor to the housekeeping staff.
8. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with logos & badges.
9. Every Supervisor deputed by the firm should maintain a register for keeping the daily record for sanitation & housekeeping services & should take signature from the concerned department for their comments.
10. For any stolen, missing or defective items related to Civil, Electrical or A/C, persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section for getting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.
11. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services personnel by services to be rendered to RIMS, Imphal and shall comply with all relevant labour law as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify RIMS, Imphal against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which RIMS, Imphal may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.

13. Liquidated Damages:- Whenever and wherever it is found that the cleanliness is not up to the mark it will be brought to the notice of the supervisory staff of the contractor by sister I/C or officials of RIMS, Imphal of the area and if no action is taken within ONE hour, liquidated damages @ Rs.200/- per complaint shall be imposed. The decision of Medical Superintendent, RIMS Hospital, Imphal shall be final, in this regard.

14. Manpower:-

1. Any misconduct/misbehaviour on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to the Medical Superintendent, RIMS Hospital, Imphal.

2. The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any is to be borne by the contractor.

3. The contractor shall ensure that the person deployed are disciplined and conducts properly in office premises, be best suitable and are prohibited from consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling or any immoral act.

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

16. Provisional Cleaning Schedule:-

PUBLIC AREA WASHROOM

| S. No. | Activity | Frequency | Agents used |
|--------|---------------------------------|---------------------------------------|--|
| 1 | Cleaning | Every 2 hour | Germicide, or any RIMS, Imphal approved disinfectant |
| 2 | Washroom & wash basins cleaning | Hourly basis and as and when required | Germicide, or any RIMS, Imphal approved disinfectant |

The public washroom area, toilets, urinals are to be kept dry clean and after every person used it.

LOBBY/ OPEN SPACE

| Sl. No. | Activity | Frequency | Agents used |
|---------|-----------------|--|----------------------------------|
| 1 | Garbage Removal | Thrice a day/ when bags are 3/4th Full | As per the BMW guidelines |
| 2 | Dry Mop | Thrice a day | Feather Brush |
| 3 | Dusting | Thrice a Day | Z colour duster |
| 4 | Mopping | Thrice a Day | Germicide, or any, RIMS approved |

IPD & OPD BLOCK

| Sl. No. | Activity | Frequency | Agents used |
|----------------|--------------------------------|--|--|
| 1 | Garbage Removal | Thrice a day/ when bags are 3/4th Full | As per the BMW guidelines |
| 2 | Dry Mop | Thrice a day | Feather Brush |
| 3 | Dusting | Thrice a Day | Z colour duster |
| 4 | Mopping | Thrice a Day | Germicide, or any RIMS, Imphal approved disinfectant |
| 5 | Washroom & washbasins cleaning | Hourly basis and as and when required | Germicide, or any RIMS, Imphal approved disinfectant |

**DENTAL COLLEGE AND ANY OTHER IN RIMS COMPLEX NOT INCLUDED ELSEWHERE
AS MENTIONED ABOVE**

| Sl. No. | Activity | Frequency | Agents used |
|----------------|--------------------------------|--|--|
| 1 | Garbage Removal | Thrice a day/ when bags are 3/4th Full | As per the BMW guidelines |
| 2 | Dry Mop | Thrice a day | Feather Brush |
| 3 | Dusting | Thrice a Day | Z colour duster |
| 4 | Mopping | Thrice a Day | Germicide, or any RIMS, Imphal approved disinfectant |
| 5 | Washroom & washbasins cleaning | Hourly basis and as and when required | Germicide, or any RIMS, Imphal approved disinfectant |

ICU/ICCU/SICU/NICU/MICU

| Sl. No. | Activity | Frequency | Agents used |
|----------------|--------------------------------|---|--|
| 1 | Garbage Removal | Thrice a day/ when bags are 3/4 th Full | As per the BMW guidelines |
| 2 | Dry Mop | Twice a day & when required | Feather Brush |
| 3 | Dusting | Twice a day & when required | Z colour duster |
| 4 | Mopping | Twice a day & when required | Germicide, or any RIMS, Imphal approved disinfectant |
| 5 | Washroom & washbasins cleaning | Hourly basis and as and when required | Germicide, or any RIMS, Imphal approved disinfectant |

17. Penalties:-

1. If during inspection, the workers are not found in uniform without I-Card, a penalty of Rs.200/- per employee will be charged per instance per day.
2. It is mandatory that the Supervisors / Sanitary Attendants / Hospital Attendants should be present on daily basis. If the same is found to be absent, an alternative arrangement needs to be done within 2 hours, failing which a penalty of Rs. 500/- per instance will be charged.
3. Recurring of irregularities given at Sr. No. 1 and 2 the penalties will be double charged.

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

19. Earnest Money Deposit: The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs. 1,00,000 (Rupees One Lakh Only) by way of demand drafts only. The demand drafts shall be drawn in favour of "**The Director, RIMS, Imphal**". The demand drafts for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful completion of contract order and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD will be rejected.

20. Tender Fee: Tender fee will be Non-refundable amount of Rs. 1000/- (Rupees one thousand only)

21. Signing of Tender:

Individuals signing tender or other documents connected with the contract specify: -

- (i) Whether signing as a "Sole Proprietor" of the firm or his attorney.
- (ii) Whether signing as a "Registered Active Partner" of the firm or his attorney.
- (iii) In the case of companies and firms registered under the Indian Partnership Act the capacity in which signing, e.g. Secretary, Manager, Partner etc. or their attorney and produce.

22. Period of Contract: The contract period shall commence on the date of Commencement and shall remain for 2 (two) years. The period is further extendable for a maximum period of 2 (two)years (6 Months at a time) on the same terms and conditions and the rates at which the contract is awarded will be valid throughout the contract and no claims whatsoever on account of increases in the rate of material to be used and other

factors except for statutory increases shall be entertained and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the RIMS, Imphal through appropriate reduction of the contracted rates. Further any upward revision of Minimum Wages by the concerned authority may be revised accordingly.

23. Qualifying Requirements:-

1. Only registered, bonafide, reputed and experienced firms agencies having at least three years' experience in the field of Sanitation & Housekeeping services including BioMedical Waste management in Govt. / well reputed private hospitals having not less than 100 beds capacity to handle jobs relating to Sanitation & Housekeeping including Biomedical Waste management of large complexes or having at least three years experience in the field of Sanitation & House Keeping Services including Biomedical Waste management in Govt./ Well reputed Autonomous/Semi Govt. Office and hospitals having 100 beds and more and having not less than 50 Staff in the field of Housekeeping & Sanitation including Biomedical Waste management. Proof of successful completion/execution of work for the last 3 years is required to be enclosed.
2. The Registered Office or one of the Branch Offices of the tenderer should be located in Manipur for at least past 2 years.
3. Should have their own Bank Account;
4. Should be registered with Income Tax Department;
5. They should be registered with appropriate authorities under Employees Provident Fund or any other labour authorities including under the Contract Labour (Regulation and Abolition Act) and should be in compliance of applicable and relevant labour laws.
6. Should have Valid Pollution control board licence/approval.
7. The Tenderer should have minimum three years' experience in doing similar nature of work and have successfully completed the same. In support of this, tenderer should submit the copy of such work orders along with satisfactory completion certificates issued from at least a client.
8. Should be providing similar kind of services with deployment of at least 50 workers in each of the last three years .
9. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/Minimum Wages Act or any other laws in force shall also not be eligible.

10. Bid should be complete and covering the entire scope of job and should confirm to the General and Special Conditions indicated in the bid documents. Incomplete and non-confirming bids will be rejected outright.

11. No Joint Venture/ Consortium is allowed to participate in the Tender Process. Tenderer should submit an undertaking on firm's letter head in this regard.

13. List of the present contract with public and private offices/bodies.

14. Certificate of its registration. Certificate from concerned authorities regarding payment of service tax, income tax and other tax for the last year 2017-18.

15. Certificate for registration with income tax and any authority applicable for the last three years.

16. Satisfactory performance certificate issued by the Govt./private offices/bodies during the last three financial years.

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

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

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

26. Arbitration: If any difference arises concerning this agreement, its interpretation on payment to the made there-under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Secretary, Department of Legal Affairs. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

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

28. Breach of Terms and Conditions: In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/job without assigning any reason thereof and nothing will be payable by RIMS, Imphal in that event the security deposit shall also stand forfeited.

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

30. Payment Term: RIMS, Imphal shall pay the agreed amount on production of monthly bill for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents, satisfactory performance certificate along with documents verifying payment by the agency to its employees in the previous month. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

31. The RIMS, Imphal, reserves the right to review the performance of the firm every three months or whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contract firm. The RIMS, Imphal further reserves the right to renew the contract for such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract.

32. The contractor shall depute optimum no of workers and supervisors including sufficient number of lady workers (for ladies' toilets and washrooms) for cleaning of the requisite toilets & corridors, lobby areas, including stair cases and lifts areas in RIMS, Imphal. The job will include cleaning and washing of urinals, W.C. pans, marble flooring, tiled walls, taps and fittings, wash basins, sinks with detergent powder and liquid phenyl daily. It will be ensured that toiletries such as liquid soap, naphthalene balls, harpic and napkins are always available. In addition, at least weekly cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. Arrangements will also be made for application of room freshener and providing odonil sticks etc. The contracting agency shall be responsible not only for up keep of the toilets but also for keeping necessary staff to ensure that the common toilets are not misused.

33. Initial sweeping & mopping of all areas shall be completed by 8:30 AM positively every day, failing which monetary penalty of Rs. 500/- per day shall be imposed and recovered from the contractor's bill. A penalty @ Rs. 100/- per day shall be recovered from the contractor's bill if any worker is found missing/absent from duty. The attendance of the workers will be taken by Officer-incharge or the employee of the RIMS, Imphal through Biometric. Cleaning and dusting of all common areas/corridors, lifts, lobbies, wall dusting, removal of cob webs, glass/window panes cleaning, mopping up of floors and stair cases with phenyl, claeazo etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean by keeping a constant watch on the work of their staff.

34. All waste material lying in corridors, verandahs, staircases etc. shall be removed and thrown in the dustbin located outside the building premises. It will be the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.

35. The contractor shall be provided the required number of scrubbing machines with moppers or equivalent for scrubbing of floors or sweeping machines. The machines namely Shredder, Autoclave shall be provided by RIMS, Imphal. These machines should be available on Saturday, Sunday and Holidays and shall be operated on these days. If machines are not available or put in use on the said days a penalty of Rs. 1,000/- per day may be imposed and recovered from the contractor's monthly bills. The decision of the competent authority in the Department in this regard shall be final and binding on the contractor and shall not be open to arbitration.

36. The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, Carborandum stones and suitable detergents. No extra payment or cost shall be paid on this account.

37. The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweeper deputed by him. The contractor shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their conduct and behaviour. Any damage done/caused to the existing structure/furniture/fittings by the workers of the contractor's firm shall be got rectified by the contractor at his own risk and cost.

38. In case of pecuniary and material loss suffered by the Department on account of negligence attributable to the Contractor or his employees, the RIMS, Imphal will have the right to forfeit the Security Deposit. If the security Deposit falls short or is found to be insufficient to the loss thus incurred by the Department, the balance, as may be necessary shall be recovered from the contractual charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.

39. The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the contractor on this account shall be entertained.

40. All the Tools and materials, viz. Scrubbing machine, trolley, buckets, mugs, pipes, ladders etc. shall have to be transported by the contractor himself. The RIMS, Imphal shall not entertain any extra claim/expenditure on account of these tools and materials.

41. The contractor will supply sufficient sets of uniforms, badges, and gum-boots to each sweeper, who shall invariably working hours, any sweeper is found to be without uniform/badges, he/she will be marked absent and necessary recovery as per condition will be made from the contractor's bills.

42. The standard of sanitation will always be upto the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.

43. The sweepers and supervisors shall be under the direct control of the officer in-charge or his/her authorized representative for day-to-day maintenance operations.

44. Electricity will be supplied free of cost to the contractor but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.

45. Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.

46. The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, comply with all relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case the RIMS, Imphal would compensate for the losses and damages of material/manpower.

47. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

48. The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/sticks, fresheners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, liquid soap, Harpic, Urinal freshner, hand duster, toilet brush, plastic seekh brooms, jail brush, platform brush, wiper, soft brooms, surf etc. shall be arranged by the Agency for which he has to quote the consolidated amount in the financial bid under 'consumables' and 'chemicals'. The material being used by the agency would be of superior quality/standard and of prominent brands.

49. The intending tenderers may mention the rates clearly in figures as well as in words in the enclosed format. The tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.

50. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety any possible electric shock due to use of water or otherwise.

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

52. Bids offering rates which are lower than the minimum wages as fixed by the Central Government for the pertinent category would be rejected.

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

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

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

56. All the cleaning agents used for the project shall be biodegradable & environment friendly so that it does not cause any harm to employees, workers & the object for which it is used. It shall follow all the mandatory International & National standards of chemicals.

57. Applicable Law:

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

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

59. Putting plastic bags in all dustbins to avoid stains & stinks and clear them on daily basis.

60. Spraying Room fresheners daily at regular intervals.

61. If any material is not mentioned but required at site for housekeeping work shall be brought by Contractor as approved by this Authority.

62. The service provider shall also provide one carpenter, one plumber and one mason for day to day maintenance of building to attend the calls.

63. Area of operation: - All open and covered area of OPD Block, IPD Block including OT, ICU, ICCU, SICU, NICU, Private Wards, Radiodiagnosis, Radiotherapy, Psychiatry, PMR, Dental College, Emergency, Trauma, Burn, Casualty, Laboratories including Sample collection Centres and Pay toilets Morgue, Departments of Anatomy, Pharmacology, Microbiology, Biochemistry, MDRU & VDRL and any other sites where Bio Medical Waste are generated including their respective gates & the roof

64. Hygiene & Other Standards for the staff provided by the Contractor:

1. The Contractor shall employ skilled, semi-skilled and unskilled labour to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority. The Supervisors/Sanitary Attendants / Hospital Attendants deployed by the firm/contractor should be experienced person with minimum educational qualifications as tenth pass.

2. The contractor shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.

3. The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with logos & badges.

4. The employees should be presentable in appearance i.e well cut and groomed hair, properly combed, neat shaved etc.

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

65. Price Variation: - The Sanitary staff/Hospital attendants will be considered under the Un-skilled category. Rates quoted by the firm will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R & A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, all kinds of taxes, service, services charges etc. of the agency. Minimum wages for all purposes of tendering and execution thereof shall be rates as notified by Government of India. Revision of rates will be acceptable against submission of order/notification from time to time with authentic proof of having paid the same. Only basic rates difference applicable rates shall be payable as escalation, as per procedure below: "The labour component per month payment to vendor shall be considered as 100% (hundred percent). The increase of minimum wages if so shall be worked out in percentage and same shall be payable on the labour component as defined above". (For example if per month payment to vendor/contractor is Rs. 100.00 and minimum labour wages increase is 10% then the same shall be payable on Rs. 100.00 (10% of Rs.100.00) i.e. Rs. 10.00 per month shall be payable to firm). Apart from this no other escalation on any component on any component is payable whatsoever."

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

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

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

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

69. The Contractor shall deploy adequate number of persons for execution of the work undertaken on Contract regulating their working hours and weekly off within the statutory limits. The Contractor shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.

70. These shall among other things include the following.

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

71. The cleaning equipments to be used by the Contractor shall be of Branded. In case the machinery / equipments required to be used is not available, equivalent of the same quality as approved by the authorized officers of the RIMS, Imphal shall be used.

72. Right of the RIMS, Imphal: - The RIMS, Imphal reserves the right to suitably increase/reduce the scope of work put to this Tender. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the contract Document, interpretation of the Clauses by the RIMS, Imphal shall be final and bindings on all Parties.

73. Review & Termination: - It may be noted that quality of Sanitation and Housekeeping including Biomedical waste management activities are the essence of the Contract. If at any time it is seen that, a result of the poor quality of housekeeping continues for a period of 15 days, the contract may be terminated.

74. Training : - Training of the personnels deployed by the outsourced agency shall be imparted on BioMedical Waste Management every 3 months. Like wise agency/contractor in association with hospital Infection Control Committee shall impart training to Group D staff to paramedical nurses to Hospital every 3 months.

Annexure: - I

RESOURCES & MANPOWER REQUIREMENT

The Contractor has to provide the following:

1. Cleaning Materials:- All the cleaning materials, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants will be provided by the contractor, and **the payment for the same will be reimbursed to the contractor against the submission of original bills of cleaning materials and their consumption report duly certified by RIMS, Imphal.** All dustbins and coloured waste disposable bags will also be provided by the contractor, and the payment for the same shall be reimbursed to contractor against submission of bills of items and their use certified by RIMS, Imphal.

2. The contractor has to provide all the manpower, equipment's, tools and tackles, their accessories /refills pertaining to housekeeping services.

3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the housekeeping force provided to the hospital. Teaching and training for the same has to be done by the contractor. The man and material needed for the management of the housekeeping staff will be the responsibility of the contractor.

4. Minimum No. of Equipment's, tools tackles etc. to be maintained in the Hospital.

5. List of machines which are required in sanitation and housekeeping. The list of machines is given below:-

| Machine Required for Cleaning | Approved Makes |
|---|---|
| 1. Wet/ Dry Vacuum Cleaner | Nilisk/Toots/Diversy/Eureka Forbes/Dulevo /IPC |
| 2. High Pressure Cleaner | Nilisk/Toots/Diversy/Eureka Forbes/Dulevo /IPC |
| 3. Ladder (24ft, 12ft and 6 ft) | Nilisk/Toots/Diversy/Eureka Forbes/Dulevo /IPC |
| 4. Light Duty machine scrubber | Nilisk/Toots/Diversy/Eureka Forbes/Dulevo /IPC |
| 5. Trolley- 10 nos of colour coded or as prescribed in BMW Rules 2016 | |

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

6. Essential Ecological Requirements for all the cleaning agency

- Should conform to International Detergent Legislation.
- Should be Phosphate free. Should comply with the voluntary ban of APEDA by all leading international chemical industries.
- Should not be a combustible liquid according to the regulations governing combustible liquids.

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

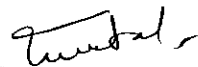
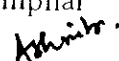
7. The consumables are not limited such as buckets, mugs, clip mop, lop web brush, control mob, duster, feather duster, hard broom soft broom floor clinging mops, scrubbing brush, stick broom, WC brush, wipers, upholstery brush, surface cleaner, grease and glass telescopic outside glass cleaners.

- Scope of work in Sanitation & Housekeeping Services including Bio-Medical Waste Management Services should be 24X7 hours on all working days including holidays. Working hour should be adjusted in such a way that allotted areas are cleaned well before schedule hospital work hour. Scope of work includes

| | | |
|--|---|--|
| Total No. of workers (unskilled) to be engaged | - | 200-230 Workers |
| Total No. of Supervisor (Skilled) to be engaged | | 10-15 Supervisors |
| Total No. of Driver(Skilled) to be engaged | | 2 Drivers(for Bio-Waste & General Waste) |
| Total No. of Waste Segregator(Skilled) to be engaged | | 2-4 Waste Segregator |
| Total No. of Operator(Skilled) to be engaged | | 5-7 Operator |
| (number is estimated number and may vary depending on the requirement) | | |
| No. of personnel deployed at a time | - | To be given by RIMS |
| No. of shifts a day | - | 3 |
| Duration of duty | - | 8 hours each shift but not exceeding 12 hours in any case. |

- In addition to the above required manpower. The successful bidder should be in a position to provide skilled and unskilled workers for meeting institute requirements from time to time in connection with Sanitation & Housekeeping services including Biomedical Waste Management .
- Rates of Central Sphere Minimum Wages for "Group C" area w.e.f. 01.10.2018 as per F.No. 1 /38(3) /20 1 8-LS-II as per Government of India Ministry of Labour & Employment Office of the Chief Labour Commissioner(C) New Delhi dated 28/09/2018 are

| Category of worker | Rates of wages including V.D.A. per day (in rupees) |
|--------------------|---|
| Unskilled | 350 + 23 = 373 |
| Skilled | 494 + 33 = 527 |


 (L. Ibemhal Devi)
 Administrative Officer,
 Regional Institute of Medical Sciences,
 Imphal


Annexure-II

Technical Specification

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

| | | | |
|--|--------------------------|-------------------------------------|-------------------|
| <p>Having read and accepted all terms and condition in the tender document we submit the details for Sanitation & Housekeeping Services as follows:-</p> | | | |
| 1. Name and address of the Registered office of the agency/ firm | | | |
| 2. Name of the owner(s) Partners (Attach Bio-data of all Partners) | | | |
| 3. Telephone no. | | | |
| a. Residence | | | |
| b. Office | | | |
| c. Mobile | | | |
| 4. List of Organizations/office, where firm is presently providing cleaning services (Mention) | | | |
| 5. Details of EMD No. Date, Amount, and Bank name | | | |
| 6. Whether the firm/ agency is registered, attached copy of the certificate of registration and indicate WCT number | | | |
| 7. PF number | | | |
| 8. Service Tax Number (GST) | | | |
| 9. PAN Number | | | |
| 10. Experience with Govt./Semi Govt./ Autonomous Bodies during last 3 years along (attach documentary proof / certificate from concerned organization) | | | |
| Year | Name of the Organization | Contact person/ Telephone Number | Total No of staff |
| 2015-16 | | | |
| 2016-17 | | | |
| 2017-18 | | | |

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

| S. No. | Description of Manpower | Estimated Nos. |
|--------|-------------------------|----------------|
| | | |
| | | |
| | | |
| | | |

12. Cleaning Chemical Required:

| S.No. | Description of Chemicals required | Estimated Required Quantity |
|-------|-----------------------------------|-----------------------------|
| | | |
| | | |
| | | |
| | | |

13. Consumables Required:-

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

| Sl. No | Name of Consumable's | Estimated Nos. |
|--------|----------------------|----------------|
| | | |
| | | |
| | | |
| | | |
| | | |

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

14. Machines Required:-

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

Name:-

Address:-.....

Phone No:-.....

Email:-.....

Place:-

Date:-

Seal:-.....

**Annexure-III
Financial BID**

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

**PRICE FORMAT
Facility Management Services**

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

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

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

Table-'A'

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

A. SCHEDULE OF RATES

(Description of Manpower)

B. Name of the Contractor :

C. Details of Workers(Unskilled) to be deployed and rate of the following category of workers

| <u>Sl.No.</u> | <u>Description</u> | <u>Rate/month (for one person)</u> |
|---------------|--------------------|------------------------------------|
|---------------|--------------------|------------------------------------|

| | | |
|----|--------------|-----|
| 1. | Basic + D.A. | Rs. |
|----|--------------|-----|

| | | |
|----|---------------------|-----|
| 2. | Provident Fund(EPF) | Rs. |
|----|---------------------|-----|

| | | |
|----|-------|-----|
| 3. | Bonus | Rs. |
|----|-------|-----|

| | | |
|----|----------|-----|
| 4. | Gratuity | Rs. |
|----|----------|-----|

| | | |
|----|---------------------|-----|
| 5. | Any other (specify) | Rs. |
|----|---------------------|-----|

Total : Rs.

| | | |
|----|--|-----|
| 6. | Leave/Off/National Holiday (Leave Reserve) | Rs. |
|----|--|-----|

A. Total Rs.

| | | |
|----|-----------------------|-----|
| 7. | Service Charge on 'A' | Rs. |
|----|-----------------------|-----|

B Total Rs .

8. Service Tax on 'B' Rs.

Grand total:

(i). Total per month _____ per person

(Rupees in words) _____.

(ii). Total number of person _____

D. Supervisor (Skilled)

| <u>Sl.No.</u> | <u>Description</u> | <u>Rate/month (for one person)</u> |
|---------------|---------------------|------------------------------------|
| 1. | Basic + D.A. | Rs. |
| 2. | Provident Fund(EPF) | Rs. |
| 3. | Bonus | Rs. |
| 4. | Gratuity | Rs. |
| 5. | Any other (specify) | Rs. |

Total : Rs.

6. Leave/Off/National Holiday (Leave Reserve) Rs.

A. Total Rs.

7. Service Charge on 'A' Rs.

B Total Rs .

8. Service Tax on 'B' Rs.

Grand total:

(i). Total per month _____ per person

(Rupees in words) _____.

(ii). Total number of person _____

E. Driver (Skilled)

| <u>Sl.No.</u> | <u>Description</u> | <u>Rate/month (for one person)</u> |
|---------------|---------------------|------------------------------------|
| 1. | Basic + D.A. | Rs. |
| 2. | Provident Fund(EPF) | Rs. |
| 3. | Bonus | Rs. |
| 4. | Gratuity | Rs. |
| 5. | Any other (specify) | Rs. |

Total : Rs.

6. Leave/Off/National Holiday (Leave Reserve) Rs.

A. Total Rs.

7. Service Charge on 'A' Rs.

B Total Rs .

8. Service Tax on 'B' Rs.

Grand total:

(i). Total per month _____ per person

(Rupees in words) _____.

(ii). Total number of person _____

F. Waste Segregator (Skilled)

Sl.No. Description

Rate/month (for one person)

| | | |
|----|---------------------|-----|
| 1. | Basic + D.A. | Rs. |
| 2. | Provident Fund(EPF) | Rs. |
| 3. | Bonus | Rs. |
| 4. | Gratuity | Rs. |
| 5. | Any other (specify) | Rs. |

Total : Rs.

6. Leave/Off/National Holiday (Leave Reserve) Rs.

A. Total Rs.

7. Service Charge on 'A' Rs.

B Total Rs .

8. Service Tax on 'B' Rs.

Grand total:

(i). Total per month _____ per person

(Rupees in words) _____.

(ii). Total number of person _____

G. Operator(Skilled)

Sl.No. Description

Rate/month (for one person)

| | | |
|----|---------------------|-----|
| 1. | Basic + D.A. | Rs. |
| 2. | Provident Fund(EPF) | Rs. |
| 3. | Bonus | Rs. |
| 4. | Gratuity | Rs. |
| 5. | Any other (specify) | Rs. |

Total : Rs.

6. Leave/Off/National Holiday (Leave Reserve) Rs.

A. Total Rs.

7. Service Charge on 'A' Rs.

B Total Rs .

8. Service Tax on 'B' Rs.

Grand total:

(i). Total per month _____ per person

(Rupees in words) _____.

(ii). Total number of person _____

**Signature of Contractor
with stamp**

Date:

Table- 'B'

II. Cleaning Chemical Required:-

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

Table- 'C'

III. Consumables Required:-

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

| S. No | Name of Consumable's | Estimated Qty. | Cost (as per quantity) (Inclusive of taxes if any) (Rs. Per month) |
|----------------------------------|----------------------|----------------|--|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Cost of Consumables | | | |

Table- 'D'

IV. Machines Required:-

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

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

Note:

1. The rates are to be quoted both in figures and words. No over writing or cutting allowed.

2. Rates to be quoted will be inclusive of all supervision charges, all taxes but exclusive of service tax. The service tax will be reimbursed by RIMS, Imphal if applicable.

3. The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase or decrease and the decision of the RIMS, Imphal in this regard shall be final and binding on the Contractor.

Name:-

Address:-

Phone No:-

Place:-

Email:-

Date:-

Seal:-

Annexure-IV

CONTRACTOR SERVICES (EXPERIENCE) PROFORMA

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

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

SIGNATURE OF THE CONTACTOR.....

Name

Seal of the Company/Firm.....

Annexure-V

Check List of the Documents to Be Submitted With the Tender

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

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

Place:

Date:

Authorized signatory of the bidder with seal.

Annexure VI

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

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

B. Detail of all works under execution or Awarded:-

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

Place:.....

Date:

Authorized signatory of the bidder with seal.