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Employees' State Insurance Corporation
(कर्मचारी राज्य बीमा निगम)
INDIRA GANDHI E.S.I. HOSPITAL

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Jhilmil, Delhi-110095.

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(E-mail ID – ms-ihilmildelhi@esic.nic.in)
(An ISO -9001:2000 CERTIFIED)



**TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY
MANAGEMENT SERVICES**

Sealed quotations are invited from registered reputed housekeeping agencies having three years experience of providing housekeeping and facility management services in hospital with bed strength of 250 or above run by the Central Government/State Government/ Public or Private Sector Companies/undertaking, Autonomous Bodies for providing round-the-clock Housekeeping and Facility Management Services in the IG ESI Hospital Jhilmil Premises on contractual basis for a period of one year under two bid system.

The terms and conditions of the tender along with the prescribed forms may be obtained from the Office of the Medical Superintendents, IG EIS Hospital Jhilmil Delhi on any working day from 17.10.11 to 05.11.11 between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM at a cost of Rs. 1,000/- (Rupees One Thousand only) payable by non-refundable demand draft/Banker Cheque of State Bank of India or any nationalised bank drawn in favour of "ESI Fund Account No. 1". The tender documents can also be downloaded from ESIC website www.esic.nic.in and such downloaded forms should be accompanied by a non-refundable Bank Draft/Banker Cheque of State Bank of India or any nationalised bank of Rs. 1,000/- drawn in favour of ESI Fund Account No. 1" with the technical bid as cost of the form. Complete tender documents with all enclosures and earnest money of Rs. 4,00,000/- (Rs. Four lacs only) in the form of refundable demand draft/Banker cheque of State Bank of India or any nationalised bank drawn in favour of "ESI Fund Account No. 1" (one envelope containing technical bid and EMD & the other for financial bid and both the envelope should be sealed in third envelope superscribed as tender for House Keeping Services) can be dropped in sealed tender Box to be kept in Room No. 85, Joint Director (Administration) Chamber of IG ESI Hospital Jhilmil Delhi on or before 08.11.11 during working hours & upto 01.00 PM. Tenders received after the date and time given above will not be considered. Tenders will be opened on the same day i.e. 08.11.11 at 02.30 PM in the presence of tenderers, who wish to be present in that. If 08.11.11 is declared a Gazetted Holiday, the same will be accepted and opened on the next working day at the same time.

The Medical Superintendent reserves the right to reject any or all the tenders without assigning any reason.

Medical Superintendent

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TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES TO ESI HOSPITAL, JHILMIL

1. Sealed tenders are invited for housekeeping services in IG ESI Hospital, Jhilmil.

Name of Work	Area of Complex	Cost of Tender	Earnest Money
Mechanized Cleaning & Hosue Keeping in IG ESI Hospital Jhilmil and Residential Colony	Hospital Covered Area-11170 Sq. Mtrs. (Approx.) Open Area-7300 Sq. Meter Residential Colony Sweeping Area 4852 Sqm.	Rs. 1,000/-	Rs. 4,00,000/-

2. Eligible agencies may visit/inspect the site on any working day from between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM by contacting the Estate Branch in IG ESI Hospital Jhilmil, Delhi-95.

3. Tender documents consist of the following:-

- I. Tender Notice including eligibility criteria.
- II. Instructions to Tenderers
- III General Conditions of Contract
- IV. Scope of Work (Annexure 'B')
- V. Additional scope and Particular Conditions for Hospital
- VI Resource requirement. (Annexure 'C')
- VII Technical Tender
- VIII Financial Tender
- IX Declaration (Annexure 'A')
- X. Performance Guarantee Format

4. A set of tender documents can be purchased from the Office of the Medical Superintendent, ESI Hospital, Jhilmil Delhi-95 on any working day from 17.10.11 to 05.11.11 between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM at a cost of Rs. 1,000/- (Rupees one thousand only) payable by non-refundable demand draft//Banker cheque of State Bank of India or any nationalised bank drawn in favour of **“ESI Fund Account No. 1.**

5. Sealed tenders with separate Technical and Financial bids filled in the specified proforma and addressed to the Medical Superintendent, IG ESI Hospital Jhilmil Delhi-95 should reach latest by 08.11.11 upto 01.00 P.M.

6. The Tender may be dropped in the Tender Box captioned **“Tender for providing House Keeping Services”** placed at the Room No. 85, Joint Director (Admn.), IG ESI Hospital Jhilmil Delhi-95 by the stipulated date and time. Tender, if dropped in any box other than the specific tender box will not be considered for selection.
7. Details of the Tender Document can be seen at ESIC's website www.esic.nic.in
8. The Technical Bids shall be opened at 02.30 PM on 08.11.11 in Committee Room IG ESI Hospital Jhilmil Delhi-95 in the presence of such tenderers or their authorized representatives who may wish to be present.
9. The Tenderers whose technical bids are accepted will be informed about the date of the opening of financial bids.
10. Tenders received after the closing date and time shall not be considered.

ELIGIBILITY CRITERIA

A. Eligibility Criteria:

1. The Tenderer must have an average annual turnover of Rs.2,50,00,000/- (Rupees Two crores & Fifty lacs only) and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid.
 - a) Audited Balance Sheet of last three years i.e. 2008-09, 2009-10 and 2010-11.
 - b) Audited Income and Expenditure statement of last three years .i.e 2008-09, 2009-10 and 2010-11.
 - c) Audited Profit and Loss Account of last three years i.e. 2008-09, 2009-10 and 2010-11.
 - d) Audit report of last three years i.e. 2008-09, 2009-10 and 2010-11 .
 - e) Service Tax Certificate
 - f) Registration Certificate
 - g) PAN No.
 - h) The tenderer should have the Registered/Branch Office in Delhi/NCR.
2. The Tenderer should have sufficient employees as detailed in Annexure 'C' on its rolls or rolls of its associates specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details (technical bid page 2) etc. should be attached with the technical Bid. Document in support of ESI, EPF deductions should be attached with the Technical Bid. Details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid.
3. The Tenderer/Sub Contractor/Associate should have a valid labour license and license for providing Pest Control, Hospital Waste Management Services as applicable.
4. The Tenderer should possess valid ISO-9001 certification for Housekeeping Services. Copy of certificate has to be attached with the Technical Bid.
5. The Tenderer should have minimum three years experience in doing similar nature of work and have successfully completed.
 - a) One similar work of value equal to 2.5 crores
 - b) Two similar works of value equal to 1.2 crores
 - c) Three similar works of value equal to 80 Lacs in the last five years.

Tenderer to submit satisfactory completion certificate from the Client/Employer in support failing which the information is liable to be treated as invalid.

II INSTRUCTION TO TENDERERS

1. The tenderers are required to submit two separate Bids i.e. – Technical and Financial, as per prescribed proforma. The two Bids should be submitted in two separately sealed envelopes superscribed “**Technical Bid for Housekeeping Services in IG ESI Hospital Jhilmil**” and “**Financial Bid for House Keeping and Facility Management Services In IG ESI Hospital Jhilmil, Delhi**”. Both sealed envelope should be put in a third sealed envelope superscribed “**Tender for House Keeping Services in IG ESI Hospital Delhi**”
2. The declaration in the prescribed proforma (Annexure A) enclosed should be submitted alongwith the Technical Bid.
3. The Technical Bid should be accompanied by an Earnest Money Deposit (EMD) of Rs.4,00,000/-In the form of Demand Draft/Pay Order from a nationalised/commercial bank drawn in favour of “**ESIC Fund A/c No.1**” payable at New Delhi. It should remain valid for a period of 06(Six) months from the last date of submission of the Tender. In the absence of EMD, the tender shall be rejected summarily. The earnest money shall be refunded to the unsuccessful Tenderers after finalization of the contract. It shall be refunded to successful Tenderer on the receipt of performance security deposit. No interest is payable on the EMD.
4. All entries in the tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.
5. The bid shall be valid for 180 (One Hundred Eighty) days from the date of opening.
6. The tenderers shall quote for all works failing which the bid shall be considered non responsive.
7. Tender incomplete in any form will be rejected outright. Conditional Tenders will be rejected outright.
8. The closing date and time for receipt of tenders will be 01.00P.M.on 08.11.11.

Signature of tenderer with seal

9. The Technical Bid shall be opened at 2.30.P.M. on 08.11.2011 in the Administrative Block of IG ESI Hospital Jhilmil in the presence of the authorized representatives of tenderers, who wish to be present at the time. All the Technical Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
10. 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.
11. In case the successful Tenderer declines the offer of Contract, for whatsoever reasons(s), his EMD will be forfeited.
12. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
13. The successful tenderer will have to deposit a Performance Security Deposit of Rs.15,00,000/- by way of Fixed Deposit Receipt (FDR) from a commercial bank and hypothecated in favour of E.S.I.C.A/c No.1
Valid for 60 days beyond the expiry of period of One year contract and further renewable. If required alternatively the Performance Security Deposit may be in the form of an unconditional Bank Guarantee from a scheduled bank in the format approved by ESIC.
14. The successful Tenderer will have to deposit the Performance Security Deposit and commence the work within 15 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
15. Each page of the Tender document should be signed and stamped by Authorized representative of Tenderer in acceptance of the terms and conditions laid down by ESIC.
16. The competent authority reserves the right to withdraw/relax any of the terms and conditions mentioned above in such a situation the tenderer shall be given sufficient time to take the changes into account.
17. The competent authority reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.
18. For finalization of contract, the Tenderer whose rates, i.e. Grand total of A+B as given in the Financial Bid, are the lowest in comparison to other Tenderers will be considered as the Lowest Tenderer.

Signature of tenderer with seal

GENERAL CONDITIONS OF CONTRACT (GCC)

1. The persons deployed by the Contractor should be properly trained, have requisite Experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments.
- 2.. The Contractor should ensure the Health and safety measures of the employees. ESIC may also conduct health check up of the staff deployed at regular intervals.
3. The Contractor will be responsible for supply/installation/refilling/maintenance of All such items/equipments used in wash rooms and other areas for housekeeping purposes.
4. The Contractor must employ adult and skilled 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, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
5. The Contractor at all times should indemnify ESIC against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act,1938; the Workman Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act,1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made thereunder from time to time. ESIC will not own any responsibility in this regard. **The contract shall initially be valid for period of One year** and may be **extended further for a period of One year subject to satisfactory performance, on the same terms and conditions.** The rates quoted by the bidder shall remain unchanged during the initial period of One year contract. ESIC, however, reserves the right to terminate the contract by serving one months notice, in writing. The Contract may be terminated with mutual consent by giving one month notice.
6. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.
7. The Contractor must provide standard liveries as per list enclosed at Annexure C To its housekeeping staff/supervisors/managers. The staff shall be in proper uniform as approved by ESIC and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for approval of ESIC.
ESIC will provide space for setting up a control room of the Contractor in the premises. The control room will have seating arrangements for the Manager and/or Supervisor and will be equipped with a computer work station. The contractor will arrange for all other items, viz, time keeping machine, computerized inventory of stores computerized daily duty roster chart, etc. The housekeeping staff will first report to the Manager/supervisor in the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.

Signature of tenderer with seal

ESIC will provide space for a store room to the Contractor in the premises. The storekeeper/supervisor deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by ESIC staff during working hours.

8. ESIC will ensure that the office rooms, committee rooms, hospital rooms etc. are open at designated hours for cleaning/housekeeping work.
9. The Contactor shall:
 - a. Ensure Pest/Animal and Rodent free environment in the premises.
 - b. Provide tissues boxes and hand towels in Officers rooms.
 - c. Provide toiletries, steel body liquid soap dispensers, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc. in all designed wash rooms and garbage bins/bags, etc. in all work station wash rooms and pantries.
 - d. Ensure that their manager/supervisor are equipped with mobile phones.
 - e. Arrange for garbage disposal vehicle, bins and other material required for segregation and disposal of waste in a professional manner.
 - f. Provide Hospital Waste Management Services when applicable including all equipment, disposables containers, trolleys etc. complete in all respects.
 - g. Plan; manage collection, mechanized screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposal bags, bins, van, etc. The contractor will also ensure that the garbage collection work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

Scope of work and services of the premises:

- a. Details of scope of work are enclosed at Annexure “B”
- b. Details of Equipments to used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at Annexure “C”
- c. The numbers given in Annexure “C” are the minimum. The contractor shall provide resources, to meet the contractual obligations.

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Variations

The ESIC official incharge may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorated for additional areas for equipments, toiletries etc.

Payment Procedure:

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerised print outs in standardized proforma approved by ESIC along with computer generated attendance sheet in respect of the persons deployed.

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 ESIC and if no action is taken within **ONE** hour, liquidated damages @Rs.500/- per complaint shall be imposed. The decision of ESIC official incharge shall be final, in this regard.

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Manpower

- a. Any misconduct/misbehavior 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 ESIC.
- b. The Contractor should ensure to maintain adequate number of manpower as per Annexure “C” and also arrange a pool of stand by housekeeping staff/supervisor. in case any housekeeping staff/supervisor absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. If the required numbers of workers/supervisor/manager are less than the minimum required as per Annexure “C” a penalty @Rs.500/- per worker per day will be deducted from the bill.

Materials

Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, no harmful to humans and property should be used.

Risk Clause

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement.

ESIC reserve the right for termination of the contract at any time by giving one month Written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderers at the cost, risk and responsibilities of Contactor and excess expenditure incurred on account of this will be recovered by ESIC from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the ESIC and shall not knowingly lend to any person or company any of the effects or assets of the ESIC under its control.
- In the event of loss/damage of equipments etc. at the premises of the ESIC due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC.

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- The Contractor or its representative/s shall meet ESIC representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third part without the approval of the ESIC. However, he may use the services of associates for providing the services in which case the contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities of the Sub Contractor/Associate.
- Measure of success will be based on the feedback from External Customers (direct and through TCEQ), Clinicians and staff which will be recorded and action report needs to be submitted every month by the Contractor
- Appointment of Supervisors will be done in consultation with ESIC's representatives and must be approved by them.
- Training on behavior aspects and ethics must be done regularly. ESIC's ways of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
- Licenses if any required for Housekeeping services at the site will be procured by the Contractor. The ESIC shall assist

Dispute Settlement :

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement 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 DG, ESIC whose decision shall be final and binding on both the parties.

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Scope of workCleaning Service

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre designated managers / supervisors of the contractor will supervise the awarded work. The contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESC..... officials of ESIC will monitor the entire work and staff deployed by the selected tenderers.

(a) Daily services

Housekeeping / cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain, spic and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. Contractor will arrange manpower for special VIP visits at no extra cost.

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conferences rooms, committee rooms, office rooms, cabins, cubicles, etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collecting refuse at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.
5. Spraying Room Fresheners in all rooms on a daily basis at regular intervals.
6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilets, 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.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.

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10. check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC officials In charge.

(b) **Waste Disposal Management**

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest corporation bin outside each premises.

The contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be disposed off at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc.

(c) **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 cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / 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 programme and submit to ESIC for weekly cleaning so that ESIC's concerned official / Incharge 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.
9. The contractor will provide the duty register to ESIC as required.

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(d) **Pest and Rodent Control Services**

1. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The contractor shall use chemicals that are harmless to humans and machines and are WHO specifications. Further, the chemicals should not leave any spot in the treated area, MSDS report of these chemicals should also be attached.
3. The contractor will be responsible for any damage to human / machinery by any chemicals used by him. Any damage caused to machinery / books due to rodent and disinfection services in the areas covered under contract shall be made good by the contractor.
4. The contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC

(e) **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 supervising staff on duty daily.

2. Management / Housekeeping Service 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 suggestion, complaints related to services or staff deployed by the contractor will be registered at the on the computer provided to the contractor and reported to caretaker, ESIC. The contractor will take immediate action to resolve the same failing which the penalty clause will be invoked.

3. Housekeeping Services Complaints Register

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

ADDITIONAL SCOPE AND PARTICULAR CONDITIONS FOR HOSPITAL

In case of any differences, these particular conditions of contract supersede the General conditions of contract. The services shall be provided round the clock on all days, including holidays:-

The Services include:-

- (i) Cleaning of the whole premises including toilets and open areas.
- (ii) Wet moping of covered areas.
- (iii) Cleaning of window panes and door panels.
- (iv) Cleaning and dusting of furniture and fittings.
- (v) Any other work within the scope of the specialized services.
- (vi) Vacuum cleaning of all carpets and upholstered furniture.

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1. **PATIENTS ROOM :** The contractor shall be responsible for routine cleaning of the patient room ward everyday in the morning and evening. The contractor shall also 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.

(a) THE ROUTINE CLEANING WILL INCLUDE

- Dusting of the furniture in the room including bed, chair, table TV, fridge, etc.
- Sweeping and mopping the entire room with disinfectant solution.
- Cleaning of Toilet and bathroom with a bathroom cleaning solution.

(b) CLEANING OF DISCHARGE OF AN INPATIENT WILL INCLUDE

- Wiping of the furniture and fixtures in the room with a soap solution.
- Sweeping and mopping the entire room with a disinfectant solution.
- Cleaning of Toilet and bathroom with a disinfectant/bathroom cleaning solution.
- Reporting any maintenance required in the room.

2. CLEANING THE PATIENT COMMON AREAS

- Dusting the walls, furniture and fixtures in the corridor and lobby.
- Sweeping and mopping the floor with a disinfectant
- Cleaning public toilet with soap solution and keeping them odour free using deodorizer cubes / odonils.
- Cleaning doors and windows with soap solution.
- Cleaning consulting room, dressing room, laboratory and other similar areas.

The cleaning pattern will be same as cleaning patient rooms.

3. OPERATION THEATRE

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bags shall be changed when it is full.
- Operation theatre walls shall be thoroughly cleaned using a specialize soap / disinfectant solution before and after every operation.
- Floor, shall be washed thoroughly mopped with a specialized soap / disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.
- Toilets / bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas, doctor's lounge, nurses lounge, change rooms, waiting lounge and inside operation theatre shall be swept and mopped in the morning and at regular intervals to keep them clean.
- The floor scrubbing will be done in the night or as and when asked for according to the scheduled operation and movements in that area.

4. CLEANING OF OFFICES / CONSULTANT ROOMS

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

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5. CLEANING OF LABORATORY and OTHER CRITICAL AREAS

- All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bags shall be changed when it is full.
- Walls shall be thoroughly cleaned using a specialized soap / disinfectant solution in the morning .
- The floor shall be thoroughly mopped with a specialized soap solution.
- The entire laboratory area shall be scrubbed at least twice in a week.
- Toilets / bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common area shall be swept and mopped in the morning and at regular intervals to keep them clean.

6. GLASS WINDOWS and DOORS

- The contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
- Internal Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

7. GARBAGE DISPOSAL

The contractor shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the hospital.

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CLEANING SCHEDULE

VERY HIGH RISK AREA

S.No.	Activity	Frequency	Agents Used	Responsibility
1. OT AREA LABOUR ROOM				
1	Garbage removal	After every case	As per the BMW guidelines	Room Boy
2	Feather brushing	After every case	Feather brush	Room Boy
3	1 st Mopping	Before start 1 st patient and after every case	Wizard	Room Boy
4	2 nd Mopping	Before start 1 st patient and every case	1% Sodium Hypo Chlorite	Room Boy
5	Garbage removal from the OT corridor	-----	As per BMW guidelines	Room Boy
6	Brushing in the OT Corridor	In continuation	Flat Mop	Room Boy
7	Dusting of doors and windows in OT corridor	After every 1 hour	X Colour Duster	Room Boy
8	Mopping with wizard in OT Corridor	After every 1 hour	Wizard	Room Boy
9	Mopping with sodium Hypochlorite in OT Corridor	After every 1 hour	1% Sodium Hypochlorite	Room Boy

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2. ICU, CCU, ICCU, NICU, PICU				
1	Removal of Garbage	5.00 a.m., 2.30 p.m., 7.30 p.m.	As per the BMW guidelines	Room Boy
2	Brushing	Thrice a day 9.00 a.m., 3.00 p.m., 9.00 p.m.	Feather Brush	Room Boy
3	Dusting	After every 1 hour	X colour Duster	Room Boy
4	Mopping with wizard	After every 1 hour	Wizard	Room Boy
5	Mopping with sodium Hypochlorite	After every 1 hour	1% sodium Hypochlorite	Room Boy
6	Washroom Cleaning with Wizard	Cleaning after every half an hour	Wizard	Room Boy
7	Washroom Cleaning with sodium Hypochlorit			Room Boy
3 HIGH RISK AREA				
I	Removal of Garbage	5.00 a.m., 2.30 p.m. and 7.30 p.m.	As per the BMW guidelines	Room Boy
II	Brushing	Thrice a day 9.00 a.m., 3.00 p.m., 9.00 p.m.	Feather Brush	Room Boy
III	Dusting	After every 2 hours as and when required	Wizard	Room Boy
IV	Mopping with wizard	After every 2 hours as and when required	Wizard	Room Boy
V	Mopping with sodium Hypochlorite	After every hour as and when required	1% sodium Hypochlorite	Room Boy
VI	Washroom cleaning with wizard	Cleaning after every half an hour	Wizard	Room Boy

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4. MODERATE RISK AREA

IPD ROOMS / WARDS

I	Removal of Garbage	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	As per the BMW guidelines	Room Boy
II	Brushing	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	Feather Brush	Room Boy
III	Dusting	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	Z Colour Duster	Room Boy
IV	Mopping with wizard	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	Wizard	Room Boy
V	Mopping with sodium Hypochlorite	Thrice in a day 7.30 am, 2.30 pm, 7.30 pm as and when required	1% Sodium Hypochlorite	Room Boy
VI	Washroom	Four times a day 1 st start from 7.30 am, 2 nd start from 11.00 am, 3 rd start from 2.30 pm, 4 th start from 1.30 pm, as and when required	Wizard and 1% Sodium Hypochlorite	Room Boy
	Brushing in the corridor in the moderate	In continuation	Flat Mop	Room Boy
	Dusting in the corridor area	Twice in a day it starts from 7.00 am, onwards	Z colour duster	Room Boy
	Mopping with wizard	In continuation	Wizard	Room Boy
	Mopping with sodium Hypochlorite	After every 8 hours	1% Sodium Hypochlorite	Room Boy
	After 7.30 pm in the evening housekeeping services will be provided on call, if there is request from the attendant, patient and from Nursing			Room Boy

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5. CAFETERIA				
1	Removal Of Garbage	Twice in a day 2.30 pm and 7.30 pm.	Black Garbage Bag	Room Boy
2	Brushing	Thrice in a day 8.00 am, 12.00 pm, 6.00 pm as and when required	Flat Mop and feather brush	Room Boy
3	Dusting	Thrice in a day 8.00 am, 12.00 pm, 6.00 pm as and when required	Z colour duster	Room Boy
4	Mopping with wizard	After every three hours and after every meal as and when required	Wizard	Room Boy
6. PATHOLOGY LAB				
1	Removal Of Garbage	Thrice in a day 5.00 am, 2.30 pm, 7.30 pm as and when required	As per BMW guidelines	Room Boy
2	Dusting / Brushing	Twice in a day 8.00 am and 5.00 pm as and when required	Y Colour Duster	Room Boy
3	Mopping with wizard	After every three hours as and when required	Wizard	Room Boy
4	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
7. DIAGNOSTIC AREA				
1	Removal of Garbage	Twice in a day 2.30 pm and 7.30 pm as and when required	As per BMW guidelines	Room Boy
2	Dusting	Twice in a day 8.0 am and 5.00 pm as and when required	Z Colour Duster	Room Boy
3	Brushing	Twice in a day 8.00 pm and 5.00 pm as and when required	Z Colour Duster	Room Boy
4	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
5	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy

8. PUBLIC AREA WASHROOM				
1	Cleaning with wizard	Cleaning will be done after half and hour and boy will be stationed there	Wizard	Room Boy
2	Washroom cleaning with sodium hypochlorite	Cleaning will be done after every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
9. CORRIDOR				
1	Mopping with dry mop	In continuation	Flat Mop	Room Boy
2	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
3	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
10. LOBBY				
1	Dusting	In continuation	Z Colour	Room Boy
2	Brushing with dry Mop	In continuation	Flat Mop	Room Boy
3	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
4	Mopping with sodium Hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
11. OPD AREA				
1	Removal of Garbage	Twice in a day 2.30 pm, and 7.30 pm, as and when required	As per the BMW guidelines	Room Boy
2	Brushing	Twice in a day 7.30 pm, and 8.00 pm, as and when required	Feather Brush	Room Boy
3	Dusting	Twice in a day 7.30 pm, and 8.00 pm, as and when required	Z Colour Duster	Room Boy
4	Mopping with Wizard	Twice in a day 7.30 pm, and 8.00 pm, as and when required	Wizard	Room Boy
5	Mopping with sodium hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
6	Mopping in the			

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12. PHARMACY				
1	Removal of Garbage	Thrice in a day 5.00 am, and 2.30 pm and 7.30 pm as and when required	As per the BMW guidelines	Room Boy
2	Brushing	Twice in a day 8.00 am, and 8.00 pm, as and when required	Feather Brush	Room Boy
3	Dusting	Twice in a day 8.00 am, and 8.00 pm, as and when required	Z Colour Duster	Room Boy
4	Mopping with Wizard	After every 3 hours as and when required	Wizard	Room Boy
5	Mopping with sodium hypochlorite	After every 8 hours as and when required	Sodium Hypochlorite	Room Boy
13. PROCEDURE / TREATMENT ROOM				
1	Removal of Garbage	Thrice in a day 7.00 am, and 2.30 pm and 8.00 pm as and when required	As per the BMW guidelines	Room Boy
2	Brushing	Thrice in a day 7.00 am, and 2.30 pm, 8.00 pm as and when required	Feather Brush	Room Boy
3	Dusting	Twice in a day 8.00 am, and 8.00 pm, as and when required	Z Colour Duster	Room Boy
4	Mopping with Wizard	After every 3 hours as and when required	Wizard	Room Boy
5	Mopping with sodium hypochlorite	After every 6 hours as and when required	Sodium Hypochlorite	Room Boy
14. MORTUARY				
1	Brushing	In the month in presence of security as and when required	Feather Brush	Room Boy
2	Mopping with Wizard	In the morning in presence of security as and when required	Wizard	Room Boy
3	Mopping with sodium hypochlorite	After every 6 hours as and when required	1% Sodium Hypochlorite	Room Boy
15. MINIMAL RISK AREA				
ADMINISTRATION RECORD ROOM / STORAGE ROOM ENGINEERING OFFICE				
1	Brushing	Once in a day it starts from 7.30 am as and when required	Feather Brush	Room Boy
2	Mopping with Wizard	Once in a day it starts from 7.30 am as and when required	Wizard	Room Boy

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Dilution of wizzard in all areas = 40 ml in 1 liter of water

Cleaning of spillage of Blood / Body fluids

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

Mops cleaning – Detergent wash and dry.

Buckets – Detergent wash and dry.

(If contaminated 1% Sodium Hypochlorite overnight rinse and dry.)

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste (management and Handling Rules of India, 1998 and any amendments or other regulations, in this regard.
2. A detailed Hospital waste management plan shall be prepared and got approved from ESIC before start of work.
3. All infected, chemical, radiation, Cytotoxic Health Care waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags / containers namely white, green, red, yellow, blue, black and transparent, puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pretreated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourth full and then placed in a bigger bag / container for transportating.
6. Cover Trolleys should be used for transportation. Before final disposal / treatmen waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

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DISPOSAL OF BIO-MEDICAL WASTE

DEFINITIONS

- Categories of waste
- Anatomical waste – Tissues, organ, body parts.
- Soiled waste (Solid waste) – blood and body fluids, stained dressings, swabs, cotton etc. solid plaster casts.
- Plastic Waste – IV sets and tubing, gloves, catheters, vacutainers and syringes (without needles), urine bags, blood bags.
- Microbiology waste – lab cultures.
- Sharps – Syringes with needles, burnt needles, stylets, scalpels, lancets, blades, broken ampoules.
- Liquid waste – waste from laboratory and washing, cleaning and disinfection.
- Expired Medicines.
- General waste – paper, cardboard, unbroken glass bottles.

RESOURCES REQUIRED

- Yellow Bag
- Red Bag
- Blue Bag
- Black Bag
- Puncture Proof of sharp containers.

METHOD AND PROCEDURE

- Anatomical waste will be collected in yellow bag and will be given to centralized waste management contractor.
- Soiled waste (Solid waste) – will be segregated and collected in red bags and will be given to centralized waste management contractor.
- Plastic waste will be collected in blue bags and will be autoclaved chemically disinfected and then shredded.
- Sharps will be collected in puncture proof container and will be given to centralized waste management contractor.
- Microbiology waste will be autoclaved.
- Liquid waste will be disinfected with hypochlorite solution before disposal.
- Expired Medicines will be sent to pharmacy for return.
- General waste will be collected in black bag and will be disposed as normal waste.

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The following shall be followed:-

- I. Segregation will be done at source.
- II. Bins will have bio-hazardous sign on them.
- III. Housekeeping personal will wear gloves and masks before collecting the garbage.
- IV. Bags will be secured when they are 3/4th full and will be clearly labeled with the date, time and respective floor.
- V. While handling the bag it must be held at the closed top and away from the body.
- VI. If a bag is found broken or not completely sealed then it should be double bagged into a second bag.
- VII. Garbage will be transported in designated trolley to the storage area.
- VIII. Cleared daily at designated time.
- IX. Access to waste storage area is limited to authorized persons.
- X. Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented.
- XI. Before the collection by the outside vendor the garbage bags has to be weighed and the details like date, time floor, weight will be entered in the garbage register by the housekeeping boy in the presence of security,
- XII. If for any reason, it becomes necessary to store the waste beyond such period, the authorized person must take permission from the authorities and take measure to ensure that the waste doesn't adversely affect human health and environment.

Bio-Medical Waste Management and Handling Rules, 1998 amended in 2000 shall and subsequent amendments, if any be adhered to.

Body Packing Services:-

The consumables shall be provided by ESIC, the Contractor shall carry out the body packing services as directed by ESIC Incharge.

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TECHNICAL TENDER

For House Keeping and Facility Management Services in ESIC.

Technical Tender

Page: 1

1	Name of Tendering Company / Firm / Selected Tenderers	
2	Name of owner / Partners / Directors	
3	Full Particulars of Office	
(A)	Address	
(B)	Telephone No.	
(C)	Fax No.	
(D)	E-mail Address	
4	FULL PARTICULARS OF THE BANKERS OF COMPANY / FIRM / SELECTED TENDERERS, WITH FULL ADDRESS / TEL. NO.	
(A)	Name of the Bank	
(B)	Address of the Bank	
(C)	Telephone No.	
(D)	Fax No.	
(E)	E-mail address	
5	Registration Details :-	
	(A) PAN/GIR No.	
	(B) Service Tax Registration No.	
	(C) E.P.F. Registration No.	
	(D) E.S.I. Registration No.	
6	Details of Earnest Money Deposit	
(A)	Amount (Rs.)	
(B)	D.D./P.O. No. and Date	
(C)	Drawn on Bank	
(D)	Valid upto	

The above format may be used to provide requisite details.

7. (i). Audited Balance Sheet for 2008-09, 2009-10, 2010-11.
(II). Audited Income / Expenditure Statement for 2008-09, 2009-10 and 2010-11.
(III). Audited Profit and Loss Account Statement for 2008-09, 2009-10 and 2010-11.
(IV). Audited Report Statement for 2008-09, 2009-10 and 2010-11.

Date:
Place:

Signature of owner / Managing Partner / Director
Name:
Seal:

Details of Staff

Name, ESI No., P.F. No.	Qualification	Employee Code	Designation	Experience in House-Keeping	Training	Health Check

The above format may be used to provide employee details.

Signature of owner / Managing Partner / Director

Date :

Name:

Place:

Seal:

DECLARATION

1. I, _____ Son / Daughter of Shri _____ Proprietor / Partner / Director / Authorised Signatory of _____ an competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application 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 tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the Company, should be enclosed with Technical tender.

Details of the existing contracts

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From	To
				DD/MM/YY	DD/MM/YY
A					
B					
C					
	Additional information, if any				

The above format may be used to provide requisite details.

Signature of owner / Managing Partner / Director

Date :

Name:

Place:

Seal:

RESOURCES REQUIREMENT**ANNEXURE --C**

1. The Contractor should have following machines and equipments at the ESIC premises. Use of manpower for operations where suitable equipment is identified shall not be permitted for weekly/deep cleaning

Sl.No.	Description	Nos. required
1.	SCRUBBING MACHINE (TASKI)	2
2.	AUTO SCRUBBER MACHINE (TASKI)	2
3.	WET/DRY/VACCUM LEANER (TASKI)	1
4.	HIGH PRESSURE JET (TASKI)	1
5.	WRINGER TROLLEY	4
6.	CADDY BUCKET	8
7.	SINAGES	

Number of manpower to be deployed

Sl. No.	Manpower Description	No. of staff required
1.	Housekeeping Manager	1
2.	Housekeeping Supervisor	2
3.	Trained Housekeeping Staff	50

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List of Cleaning Materials & Aids

<u>Sl. No.</u>	<u>Items</u>	<u>Qty.</u>
1.	DUST CONTROL REFILL	10
2.	KENT MOP REFILL	360
3.	DETERGENT	35Kg.
4.	VIM	35Kg.
5.	MULTI CLEANER	20LTRS
6.	ROOM SPRAY (PREMIUM)	30 BOTTLE
7.	AUTO SPRAY	70
8.	ODONIL	70
9.	U.CUBES	30
10.	N.BALLS	3kg
11.	SODIUM HYPOCHLORITE	
12.	BRASSO	5 LTRS
13.	CLEANZO/PHYNYL	60 LTRS
14.	R1 (Bathroom Cleaner)	40 ltrs.
15.	R2 (Glass cleaner/Colin)	40 ltrs.
16.	R4 (Furniture cleaner)	50ltrs.
17.	R6 (Toilet cleaner)	40ltrs.
18.	VACCUM PUMP	2
19.	COLIN DESPENSER	2
20.	D-7 (Stainless steel polish)	5 ltrs.
21.	DETTOL ANTI SEPTIC	40 LTRS
22.	Wizard	

The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room and issue to the staff daily as required. Computerized records shall be maintained which shall be opened to inspection by ESIC staff during working hours.

Covered trolleys, Dustbins, dustpan, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as required.

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FINANCIAL BID FOR IG ESI HOSPITAL, JHILMIL, DELHI

For House Keeping and facility Management Services in ESIC

II. Name of Tenderer: _____

S.NO.		Rate Per Month* (Rs.)	Total Nos.	Amount
A	MANPOWER CHARGES			
I	Manager			
ii	Supervisors			
iii	Trained Housekeeping Staff (male/female)			
	Total of A (Rs.)			
B.	MACHINES,EQUIPMENT AND CONSUMABLES CHARGES Amount Per Month			
	Charges for machines and equipments, toiletries and dispensers, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure 'C') 2. Charges inclusive of material, equipments & manpower for providing Pest and Rodent Control Services(including anti-termite treatment) Refer Annexure B, page no. 12 Para (d) "Pest and Rodent control services."			
	Total of (Rs.)			
	Total of A + B (Rs.)			

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*The above rates are inclusive of all taxes, levies including ESI contribution EPF etc. but excluding only service tax which shall be reimbursed on actuals on production of documentary evidence.

Please note that, for finalization of contract, the Tenderer whose Grand total of A + B above is the lowest in comparison to the Tenderers will be considered as the lowest Tenderer. One annexure of Financial bid is also to be filled.

Signature of authorized person

Date :

Full Name :

Place:

Company's Seal:

Annexure-I for financial bid

Financial bid must be accompanied separate sheet containing following information duly filled in:-

Name of facility	Area	Manpower Required	Rate Quoted	Total Amount
<u>A</u> 1) - IG ESI Hospital Jhilmil, Delhi 2)- Residential Colony	Covered Area 11,170 Sqm Open Area 7300 Sqm. 4852 Sqm.			
TOTAL:-				

The manpower and the rates for A above should be quoted separately and then totalled.

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