



Government of Karnataka



## **Vijayanagara Institute of Medical Sciences, Ballari-583104.**

**(An Autonomous Institute of Government of Karnataka)**

Telephones : 08392-235201, Fax : 08392-235202)

E-mail : [directorvimsbellary@gmail.com](mailto:directorvimsbellary@gmail.com)

Website : <http://www.vimsbellary.org>.

**Tender Document for providing Ward Supplier/Ayah, Attenders,  
Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste  
disposal personnel, Plumbers, Drivers Services & Cleaning Materials  
to VIMS, Ballari**

**Through e-procurement portal**

website <http://www.eproc.karnataka.gov.in>

**REF:- E-TENDER NOTIFICATION**

**No.VIMS/GNL-1/Tender/01/2018-19, Date :20/11/2018**



**VIJAYANAGARA INSTITUTE OF MEDICAL SCIENCES, BALLARI.**

**I N D E X**

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## **VIJAYANAGARA INSTITUTE OF MEDICAL SCIENCES, BALLARI.**

### **I. TENDER NOTIFICATION :**

Vijayanagara Institute of Medical Sciences, Ballari invites e-Tenders in two bids system through “e” procurement portal <http://www.eproc.karnataka.gov.in> from eligible Agencies for providing the services of Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers, Drivers & Cleaning Materials to Vijayanagara Institute of Medical Sciences, Ballari for the year 2018-19. The scope of work includes maintenance of Cleaning and Sanitation Services at Hospitals premises, Wards, Departments, Office premises, Gardens, Hostel Blocks and also maintenance of existing water supply and drainage systems at VIMS, Ballari consisting of Medical College, Medical College Hospital, Govt. Wellesley T.B & Chest Diseases Hospital, Government Dental College & Research Institute, College & School of Nursing, Hostel Blocks & Urban Health Centre for a period of one year.

<b>Sl No</b>	<b>TENDER DETAILS</b>	
1	Approximate cost of tender	Rs.990.00 Lakhs Per Annum.
2	Earnest Money Deposit (EMD)	Rs. 14.85 Lakhs
3	Starting of downloading of Tender Document @ e-portal - <a href="https://eproc.karnataka.gov.in">https://eproc.karnataka.gov.in</a>	28.11.2018
4	Last date for submission of queries @ e-portal only.	13.12.2018 @ 5.00 PM
5	Pre Bid Meeting	15.12.2018 @ 11.00 AM
6	Last Date for submission of bids.	28.01.2019 up to 5.00 PM.
7	Techno-Commercial Bid opening date and time	30.01.2019 at 11:30 AM.
8.	Period & Place of submission of cleaning material samples	Period: From 29.01.2019 @ 11.00 AM To 31.01.2019 @ 05.00 PM. Place: Office of the Medical Superintendent, Medical College Hospital, VIMS, Cantonment, Ballari-583 104.
9	Opening of Price Bid	Will be intimated to the Techno-Commercially Responsive Tenderers.
10.	Place of opening of Tender	Chambers of Director, VIMS, Cantonment, Ballari-583104

Sd/-  
**DIRECTOR,**  
**VIMS, BALLARI.**

## II. INVITATION FOR TENDERS (IFT)

1) **Name of work** :- Providing the services of **Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers, Drivers & Cleaning Materials** to Vijayanagara Institute of Medical Sciences, Ballari for the year 2018-19. The scope of work includes maintenance of Cleaning and Sanitation Services at Hospitals premises, Wards, Departments, Office premises, Gardens, Hostel Blocks and also maintenance of existing water supply and drainage systems at VIMS, Ballari consisting of Medical College, Medical College Hospital, Govt. Wellesley T.B & Chest Diseases Hospital, Government Dental College & Research Institute, College & School of Nursing, Hostel Blocks & Urban Health Centre for a period of one year.

2) **Approximate Value of the tender** :-

The approximate value of the tender is Rs.990 Lakhs (Rupees Nine Hundred and Ninety Lakhs only) for one year.

3) **Period of Contract** :-

The Contract shall initially be for a period of One year which is extendable for three months subject to satisfactory performance on the same terms and conditions and subject to approval from the Government.

The rates quoted by the bidder shall remain unchanged during the entire period of contract including any extension period. Any changes in minimum wages, ESI, EPF contribution, GST and applicable taxes by the government shall be paid only after obtaining approval from the Government and availability of budget.

However, Tender Committee, VIMS, Ballari reserves the right to terminate the contract by serving one month's notice in writing.

4) **Earnest Money** :-

The Techno-Commercial Bid should be accompanied by an Earnest Money Deposit of Rs. **14.85 Lakhs (Rupees Fourteen Lakhs Eighty Five Thousands Only)** and shall be paid online through e-portal through NEFT/OTC/RTGS/DEBIT & CREDIT CARD. 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 Tender. It shall be refunded to successful Tenderer on the receipt of performance security deposit. No interest is payable on the EMD.

5) **Performance Security Deposit**

The successful tenderer will have to deposit a Performance Security Deposit of **5%** to the award of contract amount by way of **Demand Draft** from a scheduled Nationalized Bank in favour of **"Director, VIMS, Ballari"** valid for 90 days beyond the expiry of period of contract and should be extended in case of extension of contract for further period.

The successful Tenderer after deposit of the **5%** Performance Security shall commence the work within 20 days from the date of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.

- 6) Failure of the successful Tenderer to comply with the requirement, sufficient grounds shall be constituted for the annulment of the award and forfeiture of the earnest money deposit, in which event the Director, VIMS, Ballari may make the award to the next lowest evaluated Tenderer or call for new tenders.
- 7) **Downloading of Tender Document:-**  
The tender document shall be downloaded from the website <http://www.eproc.karnataka.gov.in> and the notification can be viewed and downloaded in <http://www.vimsbellary.org.in> as per tender notification and tender processing fees shall be paid electronically as per e-portal.
- 8) **Last Date for submission of tender documents :-**  
Techno-Commercial and Price Bids must be uploaded online at <http://www.eproc.karnataka.gov.in> only during period as mentioned in tender notification.
- 9) **Pre-Bid Meeting :-**  
The Pre-bid meeting shall be held on the dates as mentioned in Tender notification in the chambers of the Director, VIMS, Ballari.  
  
Eligible agencies may visit/inspect the site on any working day to collect all information that will be necessary for preparing the E-TENDER and entering into a Contract for the services to be rendered between 9:00 a.m. To 4:00 p.m. by contacting the concerned authority of VIMS, Ballari by prior appointment only.
- 10) **Date of opening of Techno-Commercial Bids :-**  
The Techno-Commercial Bid shall be opened in e-portal on the dates as mentioned in the tender notification in the chambers of the Director, VIMS, Ballari. The tenderers who wish to be present at the time may attend.  
  
All the Techno-Commercial Bids will be scrutinized, relevant documents checked for their authenticity and the Tenderer whose Techno-Commercial tenders are accepted, those tenderers Price Bids will be opened.  
  
In case the date of opening of Techno-Commercial bid is declared a public holiday, they shall be opened as per above tender notification on next working day.
- 11) **Date of opening of Price Bids :-**  
The price bid of the bidders, whose Techno-Commercial bids are found to be responsive as per the eligibility and other tender conditions will be opened.

### III. ELIGIBILITY CRITERIA

#### A. TECHNO COMMERCIAL BID – FIRST COVER

##### **DETAILS OF TECHNO-COMMERCIAL DOCUMENTS TO BE UPLOADED IN ORIGINAL BY THE TENDERER**

SL NO	REQUIRED DOCUMENTS/INFORMATIONS	MAXIMUM MARKS
1	The Agency should have valid Registration Certificate of Establishment ( <b>FORM NO. C</b> ) issued under Karnataka Shops and Commercial Establishment Act of 1961, according to Government of Karnataka, Department of Labour or its equivalent and should have registered <b>with minimum 500 (Five Hundred)</b> Labours engaged and should be uploaded in original.	10
2	The Agency must have a <b>GST REGISTRATION</b> and should be uploaded in original.	05
3	The Agency must have <b>EPF REGISTRATION CERTIFICATE</b> as per EPF Act and should be uploaded in original.	05
4	The Agency must have <b>ESI REGISTRATION CERTIFICATE</b> as per ESI Act and should be uploaded in original.	05
5	The Agency should submit the <b>SERVICE TAX CLEARANCE CERTIFICATE AS ON 30/06/2017 &amp; GST RETURNS FILINGS FROM 01/07/2017 to 31/03/2018 FILED AND SERVICE TAX CHALLANS (01/04/2017 to 30/06/2017) + GST RETURNS (01/07/2017 to 31/03/2018)</b> totaling minimum of Rs. 100.00 Lakhs for having remitted for the year 2017-18 should be uploaded in original.	05
6	The Agency should submit the <b>EPF CLEARANCE CERTIFICATE AS ON 31/03/2018 AND EPF CHALLANS &amp; ECR COPIES</b> of Rs. 100.00 Lakhs for having remitted for the year 2017-18 should be uploaded in original.	10
7	The Agency should submit the <b>ESI CLEARANCE CERTIFICATE AS ON 31/03/2018 AND ESI CHALLANS</b> minimum of Rs. 30.00 Lakhs for having remitted for the year 2017-18 should be uploaded in original.	10
8	The Agency must have Certificate of Enrolment issued under Karnataka Tax on <b>PROFESSIONS, TRADERS, CALLING AND EMPLOYMENT ACT 1976 (FORM-4)</b> or its equivalent and Professional Tax Challans remitted to Tax authorities for the last Three years 2015-16, 2016-17 & 2017-18 should be uploaded in original.	03
9	The Agency must have <b>PAN CARD</b> and should be uploaded in original.	02
10	The Agency should submit the <b>ANNUAL TURNOVER</b> for the last Three years i.e. 2015-16, 2016-17 & 2017-18 for having minimum <b>Rs.8.00 Crores</b> turnover for each year as per <b>Annexure-IX</b> along with <b>AUDIT REPORTS</b> certified by the Chartered Accountant and <b>INCOME TAX RETURNS</b> to be uploaded in original.	15
11	The Agency should have valid <b>ISO-9001:2015</b> certificate or its equivalent for Cleaning and Sanitation Services and should be uploaded in original.	05

SL NO	REQUIRED DOCUMENTS/INFORMATIONS	MAXIMUM MARKS FIXED
12	The Agency must have Experience for having provided 500 Labours for similar kind of work as mentioned above in Government Hospitals / Quasi Government Hospitals/ Government Autonomous Medical Institutions for last 03 years i.e.2015-16, 2016-17 & 2017-18, the details as per the <b>PERFORMANCE CONTRACTS STATEMENT</b> as per the <b>Annexure-IV</b> along with <b>EXPERIENCE CERTIFICATES</b> as per <b>Annexure-V</b> and its related <b>WORK ORDERS</b> should be uploaded in original .	15
13	The Agency shall give <b>SELF DECLARATION</b> in Rs.100/- Stamp Paper attested by the Government Notary stating that he/she or his/her agency is/was not involved in any criminal cases /activities or his/her agency is not black listed by any of the authorities / Institutions as per the <b>Annexure-III</b> .	02
14	The <b>SOLVENCY CERTIFICATE</b> for 10% to the amount put to tender in favour of Director, VIMS, Ballari should be uploaded in original.	05
15	The Tender Offer Form as per the <b>Annexure-VIII</b> should be uploaded in original	03
16	Any other registration which is mandatory for running such Agency prescribed by the concerned authority from time to time should be uploaded in original.	00
	<b>Grand Total</b>	<b>100</b>

**Note:-** The Tenderers who upload all the above documents will be eligible for opening of their Price Bid.

## PRICE SCHEDULE

### I. SUBMISSION OF PRICE LIST FOR PROVIDING THE SERVICES OF WARD SUPPLIER/AYAH/ATTENDERS & BATH ROOM, TOILET & GUTTER CLEANER/SANITATION WORKERS, PLUMBERS, DRIVERS & CLEANING MATERIALS TO VIMS, BALLARI FOR 2018-19.

SL NO.	WAGES	RATES FOR EACH LABOUR PER MONTH IN RS.		RATES FOR EACH LABOUR PER MONTH IN RS.		RATES TO BE QUOTED CLEANING MATERIALS PER MONTH
		WARD SUPPLIER / AYAH / ATTENDERS	BATH ROOM, TOILET /GUTTER CLEANER & SANITATION WORKERS	PLUMBER	DRIVER	
		A	B	C	D	
01	Basic Pay	10010.00	14040.00	10400.00	10270.00	As per Annexure-II
02	VDA	1591.20	1591.20	1591.20	1591.20	
<b>03</b>	<b>Sub Total (Gross wages) (SL NO-1+2)</b>	<b>11601.20</b>	<b>15631.20</b>	<b>11991.20</b>	<b>11861.20</b>	
04	EPF @ 13.00% on <b>SL.No.3</b> Employer contribution	1508.15	2032.06	1558.86	1541.96	
05	ESI @ 4.75% on <b>SL.No.3</b> Employer contribution	551.06	742.48	569.58	563.41	
06	<b>Sub Total (SL No. 3+4+5)</b>	<b>13660.41</b>	<b>18405.74</b>	<b>14119.64</b>	<b>13966.57</b>	
07	Service Charges shall be quoted for Gross Wages on <b>SL.No.03</b> separately. (Service charges quoted below 1% will not be considered).					
08	<b>Sub Total (SL No. 6+7)</b>					
09	Goods & Service Tax (GST) @ 18% for Gross Wages on <b>(SL. No.3+7)</b>					
10	<b>Sub Total (SL No.8+9)</b>					
11	Total Number of Outsourcing staff required)	404	64	06	02	
12	<b>Grand Total</b>	<b>SL No. 10 X 11</b>	<b>SL No.10 X 11</b>	<b>SL No. 10 X 11</b>	<b>SL No. 10 X 11</b>	

#### NOTE :

1).The details mentioned above in Sl.No. 1 to 12 for labours and cleaning materials mentioned in **Annexure-II** should be filled and compulsorily entered after quoting the rates per month in the concerned heading **Action % column** at e-portal and the Grand Total which arises from Sl.No.12 only should be mentioned in price bid column at e-portal

2).**The Lowest Rates (L-1) will be evaluated after considering the Grand Total i.e. A+B+C+D+E columns mentioned above.**

3).**The TDS will be deducted from Bills as per norms (IT & GST TDS).**



#### **IV. INSTRUCTIONS TO TENDERS (IIT):**

- 1) Tenders are invited from eligible Agencies for Providing the services of **Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers, Drivers & supply of cleaning materials** at Vijayanagara Institute of Medical Sciences, Ballari for the year 2018-19. The scope of work includes maintenance of Cleaning and Sanitation Services at Hospitals premises, Wards, Departments, Office premises, Gardens, Hostel Blocks and also maintenance of existing water supply and drainage systems at VIMS, Ballari consisting of Medical College, Medical College Hospital, Govt. Wellesley T.B & Chest Diseases Hospital, Government Dental College & Research Institute, College & School of Nursing, Hostel Blocks & Urban Health Centre for a period of one year.
- 2) The premises include the covered area of the building and outside the building within the boundary of the premises. Details are provided at **Annexure-I (Scope of work)**.
- 3) The Bidder is required to submit two separate Bids i.e.–Techno-Commercial and Price Bid as per e-portal.
- 4) The Techno-Commercial bid should containing the documents and other information as mentioned in the Eligibility Criteria and as per e-portal should be uploaded in original
- 5) The Bid should be accompanied by an Earnest Money Deposit (EMD) as per Tender Notification shown above.
- 6) Service Charges on Gross Wages (Basic + VDA) should be quoted in E-portal separately for providing the services as mentioned in price bid. (Service charges quoted below 1% will not be considered, failing which the tenders will be rejected without assigning any reasons thereof.
- 7) All the documents uploaded in the e-portal should be legible and clear.
- 8) The bid shall be valid for 365 (Three Hundred and Sixty Five days) from the date of opening of Techno-Commercial bids.
- 9) The Bidder shall quote the rates in **Lumpsum** for all the cleaning materials as per **Annexure-II** (Resource requirement) and the total amount quoted should be mentioned in the e-portal at appropriate heading. The details must be mentioned **in e-portal Action% Column**.

- 10) Tender incomplete in any form & Conditional Tenders will be rejected outright.
- 11) **Termination for Insolvency** : The Tender Committee may at any time terminate the Contract by giving written notice to the Agency, if he becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the VIMS.
- 12) The Techno-Commercial Bid shall be opened in e-portal on the dates mentioned in Tender Notification in the chamber of Director, VIMS, Ballari in the presence of the authorized representatives of Bidders, who wish to be present at the time. All the Techno-Commercial Bids will be scrutinized, relevant documents checked for their authenticity and the Bidder whose Techno-Commercial bids are accepted and their Price Bids only will be opened.
- 13) No Bidder 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.
  - a) In case the successful Bidder declines the offer of Contract, for whatsoever reasons(s), his EMD will be forfeited.
  - b) A formal contract shall be entered into with the successful Bidder. In this contract, the successful Bidder shall be defined as Contractor.
  - c) The successful Bidder will have to deposit a **5%** Performance Security Deposit for the awarded contract amount in the form of Demand Draft in favour of **The Director, VIMS., Ballari** Valid for a period of One and half year from the date and year of 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 VIMS.
  - d) The successful Bidder will have to deposit the **5%** Performance Security Deposit and commence the work within 21 days of acceptance of tender. Otherwise the contract will be cancelled and EMD will be forfeited.
  - e) The Bidder should quote manpower charges in Price Bid strictly in accordance with the Minimum wages as decided by the Government of Karnataka for Ballari city. If the rates quoted are found below the minimum wages, tender will be rejected.
  - f) Under any circumstances whatsoever, the manpower deployed by the agency shall be paid wages not below the Minimum wages set by the Government of Karnataka.
  - g) All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of revision of Minimum Wages by Government of Karnataka after obtaining approval from Government. This

revision will, however, be restricted to revised Minimum Wages only. If the revised monthly Minimum wages remain less than the quoted manpower charges, no revision will be allowed.

- h) The Bidder should have sufficient employees on its rolls specifically trained for various services and required qualification should be as per Labor Act.
- i) The Charges should be quoted on monthly basis for providing manpower for various services & cleaning materials as per Tender.
- j) The cost of material for cleaning should be quoted at e-portal on Lumpsum basis as per the **(Annexure – II)** and each item details should be mentioned in the e-portal **Action% Column**.
- k) The Rates quoted shall be firm and fixed. No escalation of whatsoever nature shall be payable, unless it is due to Karnataka Government order on enhancement of Minimum Wages.
- l) Bids received and found deficient on account of registrations, documents or required information are liable to be rejected summarily.
- m) **Finalization of contract :-**  
The Lowest rates (L-1) for (A) Ward Supplier/Ayah/Attenders (B) Bath Room, Toilet/Gutter Cleaner & Sanitation workers, (C).Plumbers, (D).Drivers & (E) Cleaning Materials will be evaluated after considering the Grand Total arising from **A+B+C+D+E columns** as mentioned in the price bid.
- n) Bid containing false, misleading information will be rejected and may also be liable for consequences as deemed fit for submitting false information. The Tender Accepting Committee does not bind to accept any bids. The Tender Committee reserves all the right to accept or reject any or all the bids, either in whole or in part, without assigning any reasons for doing so.
- o) The Agency should establish Registered Branch Office in Ballari after the Award of Contract and Agency should submit concerned documents for having a branch office in Ballari within 30 days.
- p) It is the responsibility of the Agency for remittance of Employer and Employees Contribution of EPF and ESI to the concerned authority within the stipulated period. Any dispute and notices issued by the concerned EPF and ESI authorities, the agency will be solely held responsible for the same.
- q) The bidders are required to see the VIMS attached Medical College hospital & Campus, GWTB & CD Hospital & Campus, Departments of Medical College & Campus, GDC & RI & Campus,

Nursing College, Hostels Block of Boys & Girls, Residential areas, Administrative Block, Auditorium, Library, Lecture Halls, Meeting Halls, etc & entire VIMS Campus and other places also as shown in **Annexure-I** and should quote the lumpsum rates per month for the Cleaning Materials as shown in the **Annexure-II**. However at e-portal each item details should be mentioned in the concerned heading column at e-portal (**Action % column**). Further, the samples to be submitted to Office of the Medical Superintendent, Medical College Hospital, VIMS, Ballari within the stipulated period as per the dates mentioned in Tender Notification.

## **V. GENERAL CONDITIONS OF CONTRACT (GCC)**

1. The outsourcing persons deployed by the Contractor should be properly trained, have requisite Experience and skills for carrying out a wide variety of Cleaning and Sanitation work using appropriate materials and tools/equipment.
2. The contractor shall ensure that the Aadhar enabled **IRIS** Biometric based attendance shall be punched by their deployed outsourcing labours under CCTV surveillance at the concerned places and the expenditure incurred towards installation of CCTV cameras, UPS, monitors and its accessories shall be borne by the contractor and two times biometric attendance in & out is a must for every outsourcing persons working in three shifts.
3. The biometric attendance of the deployed outsourcing labours shall be Aadhar enabled **IRIS** link basis and should be easily accessible to concerned higher authorities to take out the printouts of attendance as and when required on any day. But, the agency should able to submit the biometric attendance of the deployed workers within one hour after marking attendance by them along with CCTV footages of that day to VIMS authorities after certified from Floor Supervisors, Nursing Superintendent, RMO & Medical Superintendent of the hospitals & in hostels from Wardens and in Colleges from the Principals when ever the higher authorities asks. The Wages Bill will be paid to the contractor every month only after submission of certified Biometric attendance copies along with CCTV attendance & work related clippings to VIMS office.
4. The Tender Committee has all the right to decrease the existing number of cleaning, sanitation and other staff mentioned above as and when the directions are received from the Government and Agency should abide for the same.
5. Agency shall see that their staff does not go on strike for any reasons, if it is found that any of the outsourcing labour goes on strike, the agency must be in a position to make alternate arrangements by replacing them and not to hamper the cleaning and sanitation work in the hospital.

6. It is the responsibility of the Agency to appoint the Cleaning, Sanitation and other staff as mentioned above for VIMS, Ballari and this institute has no role to appoint the outsourcing labours in this regard.
7. Cleaning and sanitation workers deployed by the contractor should not demand money from the patient attendants who come for treatment in the hospital. The contractor shall educate them and instruct them to take necessary steps in eradication of corruption in VIMS premises. If anybody is found in corruption practices, the agency will be penalized minimum a sum of Rs.2000/- to Rs.5,000/-
8. The agency will be responsible for any kind of thefts being made by the deployed employ and compensation as deem fit will be paid by the agency.
9. If any untoward incidents arises / occur in the institution premises, it should be brought to the notice of the higher authorities of VIMS immediately by the Agency.
10. The successful bidder shall give a declaration that he will not approach the court of law for any reasons.
11. The contractor shall ensure that the certified Adhaar based biometric attendance from the concerned shall be submitted to the Director's office whenever required.
12. The Contractor should ensure the Health and safety measures of the outsourcing labours deployed by him.
13. The Contractor will be responsible for supply/ installation/ refilling/ maintenance of all such items/equipment used in wash rooms and other areas for Cleaning and Sanitation purposes.
14. 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.
15. VIMS reserves the right to post the deployed outsourcing staff to any place, anywhere & at any time in the institution premises.
16. The outsourcing labours deployed by the agency shall be within the age limit of 18 to 50 years.
17. The Agency shall deploy 40% Women and 60% Men at VIMS, Ballari (documentary evidence should be submitted in this regard).

18. The agency should submit the medical fitness certificate from the concerned authorities to this office of the deployed outsourcing employees.
19. The Contractor will be responsible for such conduct of the outsourcing persons engaged by him in the Hospital, which will be conducive for maintaining the harmonious atmosphere in the Hospital and will be responsible for any act of commission & omission of such outsourcing persons.
20. The outsourcing persons provided by the contractor shall be the employee of the contractor only and there is no Master and Servant or Employer and Employee relationship between the outsourcing persons provided by the contractor and this Hospital and further the said outsourcing persons of the contractor shall not claim any employment, engagement or absorption in this Hospital, in future.
21. The outsourcing persons provided by the contractor shall not claim any benefit/compensation / absorption/ regularization of service from/in this institute under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertakings from the outsourcing persons to this effect shall be required to be submitted by the contractor to this institution.
22. The Contract shall initially be for a period of One year from the date of Award of Contract which is extendable further for three months, subject to satisfactory performance on the same terms and conditions and subject to obtaining approval from the Government.
23. The rates quoted by the bidder for the materials shall remain unchanged during the initial period of one year contract and even during the extended period if accorded.
24. VIMS, however, reserves the right to terminate the contract by serving one months' notice, in writing without assigning any reason there of.
25. 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 VIMS besides the annulment of the contract.
26. The Contractor must provide standard liveries to its Cleaning and Sanitation staff/supervisors/ managers. The staff shall be in proper uniform as approved by VIMS and with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for approval of VIMS.
27. The cleaning materials supplied by the agency shall be viewed under CCTV surveillance on behalf of institutional authorities.
28. The Agency shall supply the cleaning materials to the Respective Hospitals/ College Authorities and the authorities should certify and distribute the cleaning materials as per norms.

29. The quality of cleaning materials should be certified by the concerned quality control authorities at their own cost before being supply to VIMS and ISO/ISI certificate should be submitted to the supplied materials.
30. VIMS will provide space for control room to the Contractor in the premises. The arrangements for the Manager and/or Supervisor and equipments like computer work station, time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc should be made by the Contractor at his own cost. The Cleaning and Sanitation workers of the hospital should report to the Nursing Superintendent Gr.I at Hospitals and concerned officers of Colleges subsequently shall be deployed for duty after verifying the liveries, upkeep, issue of material and equipment, etc. by the Institutional / Hospital authorities.
31. VIMS will provide space for a store room to the Contractor in the premises. The storekeeper/supervisor deployed by the contractor should store and keep ready all their liveries, materials, equipment in the store room and maintain a computerized record of the stores which shall be opened to inspection by VIMS staff during working hours.
32. In the hospital, cleaning should be done two times by the morning shift wagers, at 8.00 AM to 9.00 AM and 11.00 AM to 12.00 Noon. Two times in the after noon shift ie. between 2.00 PM to 3.00 PM and 5.00 PM to 6.00 PM and night shift wagers should clean the hospital between 8.00 PM to 9.00 PM and repeated cleaning should be done in casualty, Minor O.T, Major O.T, Labour Room Complex, NICU, SICU, RICU, ICCU and wherever & whenever necessary. In the college two times cleaning should be done at 8.00 AM to 9.00 AM and 02.00 PM to 03.00 PM and cleaning should be done in the after noon whenever necessary with respect to UG/PG teaching programmes of the departments.
33. **The Contractor has to ensure the following:**
  - a) Pest free environment in the premises.
  - b) Ensure that their manager/supervisor is equipped with mobile phones and should available for 24X 7 basis.
  - c) Arrange for garbage disposed vehicle bins and other material required for segregation and disposal of waste in a professional manner without violating the eco-norms prescribed by the concerned authority.
  - d) Ensure the 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, 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 Cleaning and Sanitation.
- e) To make compliance to relevant the provisions of the appropriate statutory Laws.
  - f) To follow the instructions given by the administrative authority of the VIMS.
  - g) **The Scope of work includes the services of Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers & Drivers on 24x7x365 days at Vijayanagara Institute of Medical Sciences, Ballari for the year 2018-19 for maintenance of Cleaning and Sanitation Services at Hospitals premises, Wards, Departments, Office premises, Gardens, Hostel Blocks and also maintenance of existing water supply and drainage systems at VIMS, Ballari consisting of Medical College, Medical College Hospital, Govt. Wellesley T.B & Chest Diseases Hospital, Government Dental College & Research Institute, College & School of Nursing, Hostel Blocks, Urban Health Centre & residential quarters area for a period of one year.**
  - h) The contractor is responsible for any loss due to improper handling of movable/immovable properties or use of improper material/equipments for cleaning etc by the Cleaning and Sanitation staff.
  - i) The contractor has to indemnify the VIMS against all claims, damages or compensation under the provisions of Central Minimum wages Act and other Labour laws in force from time to time and 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; Bonus Act; Contract Labour (R & A) Act 1970, or any modification thereof or any other Social Security benefits including prescribed number of leave / holidays and prescribed hours of work Schedule to its employees deployed in the hospital and all laws related to Social Security (ESI & P.F. etc), GST wherever applicable & other Labour legislations, and such statutory orders from time to time. VIMS will not own any responsibility in this regard. And the Contractor will be liable for any consequences resulting from violation of any such rule / provision.
  - j) The successful tenderer after award of contract, the Agency shall make Group Insurance all the deployed employees without fail under intimation to this office within 30 days.
  - k) The contractor is responsible to ensure all leave and other benefits as mandated by labour and other related acts/laws are extended to all the manpower employed by it.
  - l) Any untoward incidents / Deaths occur to the cleaning and sanitation workers/Plumbers/Drivers deployed by the Agency during working hours, the agency is held solely responsible for the same and the compensation as per rules should be paid by the Agency to his / her family members and VIMS will not responsible for paying any compensation/claims for any untoward incidents.



34. Bills for supplied cleaning materials shall be submitted to VIMS every month along with the wages bill by the successful tenderer.
35. The bidders are required to see the VIMS attached Medical College hospital & Campus, GWTB & CD Hospital & Campus, Departments of Medical College & Campus, GDC & RI & Campus, Nursing College, Hostels Block of Boys & Girls, Residential areas, Administrative Block, Auditorium, Library, Lecture Halls, Meeting Halls, etc & entire VIMS Campus and other places also as shown in **Annexure-I** and should quote the lumpsum rates per month for the Cleaning Materials as shown in the **Annexure-II**. However at e-portal each item details should be mentioned in the concerned heading column at e-portal (**Action % column**). Further, the samples to be submitted to Office of the Medical Superintendent, Medical College Hospital, VIMS, Ballari within the stipulated period as per the dates mentioned in Tender Notification.
36. 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. The Computerized records shall be maintained which shall be opened to inspection by VIMS authorities during working hours.
37. Sanitary Rubber Gloves, Helmets, Caps, Rubber Boots, Slippers, Drain scrappers, Collection Plate, Hand Scrappers, Nose Mask-dust free respirator, Covered Trolleys, Dustbins, Scrubbers, Safety Gears etc. are to be provided by the Contractor as and when required.
38. The Successful Tenderer shall not assign or sublet contract or any part thereof to any third party. If it is found so, the contract will be straight away cancelled and EMD will be forfeited.
39. **Qualification for Supporting Staff :-**

The details of Supporting Staff to be deployed by the agency are as follows:

<b>Sl. No.</b>	<b>Designation of Supporting Staff</b>	<b>Minimum required qualification</b>
1.	Ward Supplier/Ayah/ Attenders/Plumbers/ Bath Room, Toilet / Gutter Cleaner & Sanitation workers	Minimum knowledge to read and write the local languages  OR Pass in 7 <sup>th</sup> Standard
2.	Drivers	Pass in 10 <sup>th</sup> Standard with required Driving License in LMV (Light Motor Vehicle), HGV (Heavy Goods Vehicle) & HPV (Heavy Passenger Vehicle) with Badge and eligibility as required for Govt. Vehicle.

40. These instructions shall form a part of the contract document /agreement.

## **VI. SCOPE OF WORK AND SERVICES OF THE PREMISES.**

- a) Details of scope of work are shown in the (**Annexure-I**)
- b) The details of the cleaning schedule is enclosed in the Tender form.
- c) Details of Number of Manpower to be provided is shown in **Annexure-VI**. The contractor shall provide resources, to meet the contractual obligations.

## **VII. PAYMENT PROCEDURE**

- a) Payment will be made in the first week of the succeeding month upon submission of the bill in the triplicate. The bill and the biometric attendance submitted by the agency should be certified from the Nursing Superintendent, RMO & Medical Superintendents in hospitals and from the concerned departments HODs & Principals of colleges in respect of the outsourcing persons deployed. The Chief Administrative Officer, VIMS, Ballari has to verify the correctness of the payment of Challans/Return & ECR Statement of TDS, ESI, EPF, GST & Professional Tax, Workers salary wages & etc., number of wagers worked in the allotted premises. After confirmation of the above that should be countersigned by the Chief Administrative Officer, VIMS, Ballari and send to the Chief Accounts Officer cum Financial Advisor, VIMS, Ballari for the payment.
- b) The billing cycle is to be in Calendar month. The agency has to make payment to the worker on or before 3<sup>rd</sup> of every month without fail. After payment of wages the bills should be submitted to VIMS before 5<sup>th</sup> of every month along with relevant required documents as mentioned in the Para VII (a).
- c) The wages of the workers i.e. **TAKE HOME SALARY** should be credited into their bank account and the necessary supporting documents should be enclosed while submitting the bill. No cash payment is permissible & such payments are to be treated at par with non- payment of wages. There must be no deviation whatsoever in this regard.
- d) The monthly payment will be made to the Agency as per the procedure mentioned in the Para VII (a).
- e) The total 18% of GST (SGST @ 9% +CGST @ 9%), in that SGST @ 1% +CGST @ 1%= Total 2% GST will deducted as per the Govt. Order No.ACS/FD/2018, Bangalore, Dated 28/09/2018 and remitted to the Commercial Tax Department from this institution, remaining 16% of GST will be paid to the Contractor and he should submit the Challan for having remitted to the department.
- f) The Challans/Return & ECR Statement of TDS, ESI, EPF, GST & Professional Tax, Workers salary wages & etc., are not paid by the Contractor in time, the penalty arising will be borne by the Contractor and VIMS, Ballari is not responsible for any such lapses arise.

- g) An undertaking should be given by the Contractor stating that all the statutory Labour Laws including Minimum Wages Act will be complied.
- h) If the Agency is not provided the detail of the payment of all statutory dues with the bill in time suitable action will be initiated.
- i) If VIMS doesn't pay the bill due to non release of grants from the government and other reasons, the Contractor should be in a position to pay the wages in advance to the outsourcing labours deployed by him for a period of three months.**

### **VIII. 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 VIMS and if no action is taken within ONE hour liquidated damages @ Rs.500/- (Rupees Five Hundred Only) per complaint shall be imposed. The decision of VIMS official in charge shall be final, in this regard.

### **IX. MANPOWER**

- a) The Contractor should ensure to maintain adequate number of manpower as per Price Bid and also arrange a pool of stand by Cleaning and Sanitation staff/supervisor. In case any Cleaning and Sanitation staff/supervisor absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of Cleaning and Sanitation staff. If the numbers of workers/supervisor reported are less than the minimum required as per Price Bid a penalty @ Rs.500/- (Rupees Five Hundred Only) per worker per day will be deducted from the bill. Any Manpower should not be deputed in double or triple shift.
- b) The working staff to be professionally qualified and must be trained. This work force should be on the pay roll of the Agency.
- c) Contractor must employ adult personnel having good antecedents.
- d) The agency shall be fully responsible for the conduct of their workers. Any misconduct/misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such outsourcing persons will have to be terminated/removed by the contractor at his own costs, risks and responsibilities immediately and replaced with fresh substitute and intimate to concerned VIMS authorities in writing.
- e) The VIMS shall have a right to ask for the replacement of a worker who is not found suitable for the work or adjudged undesirable worker by the VIMS.
- f) The workers shall be in proper uniform with Identity cards & name plates issued by the contractor while on duty.
- g) The Contractor shall provide a bio-data with a photograph as well as copies of identity cards & Adhaar Cards of all the outsourcing persons engaged by him for working in the VIMS premises and also get their Police verification done before deployment in the premises.

## **X. MATERIALS**

- a) The Bidder has to quote the material charges in Lumpsum as per **Annexure – II** and the Bidder has to purchase & handover to stores of VIMS attached College & hospitals and ready to utilize the materials for cleaning and make adequate stock should be available and make sure their availability while inspection by the VIMS authority.
- b) The Contractor should ensure to keep the whole office premises along with precincts thereof in neat & tidy condition without disturbing the routine working of the office. All the cleaning process is to be made with the help of modern machines, using appropriate material, detergent & liquids so that the floor, furniture fixture is not damaged due to use of inappropriate materials/chemicals.
- c) 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.
- d) The required consumables for cleaning and aids for the month shall be procured and be stored in the store room and shall be issued to the staff daily as required.
- e) Sufficient numbers of machine and materials should be available for cleaning and it should be kept open for the inspection by the Hospital authorities.
- f) Computerized records shall be maintained which shall be open to inspection by VIMS staff during working hours. Any authorized officer of VIMS can inspect the quality and quantity of material being used for Cleaning and Sanitation without prior notice. Any deficiency pointed by the authorized officer is to be rectified and the penalty of Rs.1,000.00 will be levied per item per day.
- g) The Contractor has to mandatorily maintain dead stock with register. The long used inventory materials (Damaged Plastic Buckets, Mugs, Jugs and other materials) numbers count should be given and should be entered in the register and the same number of new items should be issued after making necessary entries in the issue register which is supervised by the concerned authorities under CCTV surveillance. The Bill shall be claimed only for new items issued in that month.

## **XI. RISK CLAUSE**

The Contractor should provide standby arrangements for carrying out the work in circumstances where it affects the routine work in the campus (Strike, Floods & etc.). VIMS reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory as per tender conditions and also has the right to award the contract to any other selected Bidders at the cost, risk and responsibilities of Contractor and excess expenditure incurred

on account of this will be recovered by VIMS from the Contractor Security Deposit or pending bill or by raising a separate claim.

- a) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the VIMS.
- b) The Contractor and their workers shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the VIMS. And their workers should not be substituted for their work by friends, relatives, spouses and any other unrelated persons.
- c) In the event of loss/damage of equipment etc. at the premises of the VIMS due to negligence/carelessness of the workers, the Contractor is directly & solely responsible for paying the compensation for such losses.
- d) The Contractor or its representative/s shall meet VIMS representative/s regularly to take feedback regarding the Cleaning and Sanitation services. The Contractor will also maintain a suggestion book for comments on the services rendered by them.
- e) The Contractor shall, while performing its part of this Agreement, ensure the safety of the building and the outsourcing persons working in or visiting the VIMS's premises and shall indemnify VIMS for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- f) The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.
- g) Measure of success will be based on the feedback from External Customers, Clinicians and staff which will be recorded and action reports to be submitted every month by the Contractor.
- h) Training on behavior aspects and ethics must be done regularly. VIMS's guidelines/patterns of working should be communicated to all workers. Training report of the same must be submitted once in a month.
- i) Licenses if any required for Cleaning and Sanitation services at the site will be procured by the Contractor. Any loss caused to the life & property due to negligence or dereliction of duty of the engaged worker is to be indemnified by the Agency to the satisfaction of VIMS.

## **XII. TERMINATION OF AGREEMENT**

- a) The Director, VIMS Ballari based on opinion of Administrative Committee shall be authorized to terminate the agreement forthwith by written one month notice without assigning any reasons and without payment of any compensation.
- b) In case of gross breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor

will be liable to be forfeited by the Administrative Committee besides annulment of the contract and also **blacklisting** of the contractor.

- c) In the event of termination of this agreement for any reason whatsoever, the contractor/or outsourcing persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Hospital by way of compensation, damages or otherwise.

### **XIII. STAMP DUTY**

The contractor shall bear the stamp duty (Rs.100/- Stamp Paper) on the original of the agreement incorporating the General conditions of the contract, Scope of the work, Additional scope of the work and terms and conditions, which shall be executed in duplicate, and the original Agreement shall be handed over to VIMS and the Contractor shall retain the duplicate copy.

### **XIV. SETTLEMENTS OF DISPUTES :**

If any disputes arise between the successful tenderer and the Tender Invitee Authority during the tender period or afterwards should be settled in the local court within Ballari Jurisdiction only.

Signature of Bidder  
with seal

## **ANNEXURE-I**

**Ref:- E-Tender Notification No.VIMS/GNL-1/Tender /01/2018-19, Date : 20/11/2018**

### **SCOPE OF WORK**

#### **1. CLEANING 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 along with name and designation. Officials of VIMS will monitor the entire work and staff deployed by the selected Bidders. House-Keeping Staff should be conversant with the layout of the building fire safety system along with telephone Numbers of nearest Police Station, Fire Station Hospital, Estate Officer, Nursing Superintendent, RMO, Wardens, Medical Superintendent, Principals/HODs, etc.

##### **(a) Daily Services:**

- (i) Cleaning and Sanitation services should be done daily from Monday to Sunday 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 9.00 A.M.
- (ii) 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.).
- (iii) Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, Pre, Para and Clinical Departments, meeting rooms, security office and other areas as covered in the contract.
- (iv) Cleaning of baskets, waste paper baskets, cob-webs, etc. and disposing off all the collecting refuse at designated site on daily basis.
- (v) Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.
- (vi) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- (vii) Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rim including areas at hinges and cistern handles. Restock toiletries, which include sanitary cubes, naphthalene balls in toilets, etc. after daily checkups in the morning, afternoons and on call basis during daytime.

- (viii) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, firefighting equipment, nameplates, plant boxes, doormats etc.
- (ix) Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- (x) Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
- (xi) Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, etc.
- (xii) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, entire campus, etc. as directed by the VIMS officials in charge.
- (xiii) Dedicated manpower for washroom cleaning on each floor (24 X 7 days).
- (xiv) It is the responsibility of the Agency to make arrangements to keep the Central Library, Meeting Halls, Departments, Administrative Office and its toilets, bathrooms clean and tidy. Vacuum cleaner should be utilized and where required.
- (xv) The corridors, lobbies, porticos, etc; in Colleges and hospitals of VIMS, Ballari shall be kept clean by using **Automatic Scrubber Driers** instruments.

**(b) Waste Disposable 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.

The contractor will deploy his workers for the collection / disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc. The collected waste materials should be disposed at assigned collection/disposable point only.

**(c) Weekly Services**

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

- (i) Dusting of entire area including windows / window panes / doors / ledges/chajja, etc.
- (ii) 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.
- (iii) Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
- (iv) Cleaning of all windows glasses and grills with detergents / cleaning agents.



- (v) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- (vi) The contractor will make a cleaning programme for weekly cleaning and submit the same to the Caretaker, VIMS so that VIMS'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.
- (vii) The contractor will work in the specified area mentioned in the scope of work.
- (viii) The contractor will provide the duty register to VIMS as and when required.

**(d) Additional Scope Pertaining to Hospital:-**

Cleaning and Sanitation in the hospital conditions is different than the Cleaning and Sanitation services in other commercial organizations. Cleaning and Sanitation workers has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine Cleaning and Sanitation activities the Cleaning and Sanitation Workers 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 have been included in the general scope of work but they have to be provided by the Cleaning and Sanitation Workers if needed. In view of the above, any work assigned by the Staff Nurses/Nursing Supervisors/ /Officers for the patient benefit like shifting of patients 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 Cleaning and Sanitation 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/flooring, 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.

(e) **Provisional Cleaning Schedule:-**

**PUBLIC AREA WASHROOMS**

Sl. No.	Activity	Frequency	Materials to be used
1	Cleaning of Floor, Washrooms & Wash Basins	Every 2 hour (Between 9AM-4PM)	Germicide, or any VIMS, Ballari approved disinfectant

**LOBBY/ OPEN SPACE**

Sl. No.	Activity	Frequency	Materials to be used
1	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per the BMW guidelines
2	Dry Mop	Two times in the morning shift & two times in the after noon shift in a Day <b>Note:</b> For NICU, SNCU, RICU, ICU, Minor & Major O.T, Emergency & Casualty, Labour Room cleaning should be made for every two hours.	Cleaning materials as per <b>Annexure-II</b>
3	Dusting		
4	Mopping		

**I.P & OPD BLOCK**

Sl. No.	Activity	Frequency	Materials to be used
1	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per the BMW guidelines
2	Dry Mop	Two times in the morning shift & two times in the after noon shift in a Day	Cleaning materials as per <b>Annexure-II</b>
3	Dusting		
4	Mopping		
5	Washroom & wash basins cleaning	Hourly basis and as and when required	

**ACADEMIC AREA**

Sl. No.	Activity	Frequency	Materials to be used
1	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per the <b>BMW guidelines</b>
2	Dry Mop	Thrice a day & when required	Cleaning materials as per <b>Annexure-II</b>
3	Dusting		
4	Mopping	Cleaning @ 8AM to 9AM & 2PM to 3PM	
5	Washroom & Wash basins cleaning	Hourly basis and as & when required	

## RADIOLOGY & RADIO THERAPY

Sl. No.	Activity	Frequency	Agents to be used
1	Garbage Removal	Thrice a day/ when bags are 3/4 <sup>th</sup> Full	As per the <b>BMW/BARC guidelines</b>
2	Dry Mop	Twice a day & when required	Cleaning materials as per <b>Annexure-II</b>
3	Dusting	Twice a day & when required	
4	Mopping	Twice a day & when required	
5	Washroom & washbasins cleaning	Hourly basis and as and when required	

Sl, No	Details of Building	Plinth Area in Sqft	No of Rooms	No of Bath/ Toilets/ Washing Area
<b>I</b>	<b>VIMS COLLEGE &amp; DEPTS. To be cleaned on hourly basis and as and when required.</b>			
01	Dept of Forensic Medicine (GF)	6319.80	5	2
02	Dept of Anatomy (GF)	28459.20	29	9
03	Dept of Physiology	14318.20	21	3
04	Old Forensic Dept (Back side of Anatomy)	5632.55	12	-
05	Dept of Hematology (GF +FF)	10084.64	7	2
06	B C Roy Lecture Hall (Medical Education Dept.,) (GF)	24697.00	5	2
07	Dept of Bio Chemistry(GF)	13196.54	18	5
08	Dept of Pathology (GF)	21834.01	50	7
09	Shikshakara Bhavan (GF + FF)	12728.25	3 (Halls)	7
10	Auditorium (Saba Bhavan) (GF)	18065.11	8 (Rooms) 1 (Hall)	4
11	Dept of Virology (GF + FF)	4730.03	3 (Halls)	-
12	Dept of Microbiology (GF + FF)	7869.84	18	10
13	Dept of P& SM (GF)	16828.18	26	4
14	Dept of Pharmacology (GF)	16620.80	28	5
15	Dept of Central /Digital Library (GF)	25666.43	31	9
16	Animal House (GF)	6881.72	30	3 (Frog Pond)
17	New Administrative Block (Director Office) (GF +FF)	27424.32	31	11
18	Swathanthra Samara Soudha (GF)	6696.28	8	-
	Total Area in Sq.ft	268052.90		
	Total Area converted into Sqmt	24865.76		

<b>II</b>	<b>GOVERNMENT DENTAL COLLEGE &amp; RESEARCH INSTITUTE, VIMS, BALLARI (To be cleaned on hourly basis and as and when required)</b>			
01	New Dental College & Hospital Building (GF)	75398.11	110	24
02	New Dental College & Hospital Building (FF)	69457.68	80	13
03	New Dental College & Hospital Building (SF)	43873.00	15	-
04	New Dental College & Hospital Building Auditorium (GF+FF)	16481.21	10	2
	Total Area in Sq,ft	205210.00		
	Total Area converted into Sqmt	19036.17		
<b>III</b>	<b>SCHOOL OF NURSING COLLEGE (To be cleaned on hourly basis and as and when required)</b>			
01	School of Nursing College (GF + FF)	53257.72	55	8
	Total Area in Sq,ft	53257.72		
	Total Area converted into Sq.mt.	4940.41		
<b>IV</b>	<b>GOVT. WELLESLEY TB &amp; CD HOSPITAL ( Total Area in Sq,ft) (To be cleaned on hourly basis and as and when required)</b>	81745.15	19	28
<b>V</b>	<b>Urban Health Centre, KC Road, Ballari ( Total Area in Sq,ft)</b>	5840.00	11	01

**(f) Cleaning and Sanitation Monitoring and Control**

For better management and smooth services the following monitoring mechanism will be adopted by the contractor.

**i) Toilets Checklist**

The Toilet Check list should contain Name of the Ward, Name of the sanitary worker, date & time of cleaning with signature of ward Staff Nurse, Nursing supervisors, Nursing Superintendent, & RMO of the hospitals. This is to be attached on the front of the toilet door. It should be filled up by the supervising staff on duty daily.

**ii) Management / Cleaning and Sanitation Service Requirements / Complaints Report**

This has to be filled up by the administrative officials of the hospitals/Colleges after receiving/observing the complaints/suggestions/related services from the public, and inform to the contractor to take immediate action to resolve the same failing which the penalty clause will be invoked.

**iii) Cleaning and Sanitation Services Complaints Register**

This register will be maintained by the Medical Superintendents/Principals on the basis of written complaints received from various HOD/In-charges of departments/Wards/branches regarding cleanliness. The above officers will inform the same to the Cleaning and Sanitation supervisors. The complaint has to be rectified by the contractor within one hour failing which a penalty of Rs. 500/- per complaint will be imposed.

**(g) Garden Maintenance Service:**

Maintaining various green areas in the entire VIMS premises (Colleges, Hospitals & hostels) with day to day watering, trimming, maintaining of the various plants like shrubs, hedges, ground covers, trees, grass lines and lawn areas and uprooting of grass/wild growth from all the paver Blocks, path ways, open and undeveloped areas, etc as complete and as required at site as directed by the Medical Superintendent & his authorized officers.

The contractor shall keep all the tools, tackles, hose pipes, etc of his own, required for the gardening work. The water sources are provided at the various convenient locations and the contractor shall maintain the desired length of leak proof hose pipe at site for adequate day to day watering. The contractor shall bring to the notice of the Hospital immediately if there is any shortfall in the water availability.

**(h) Cleaning of Hostel (boys & girls):-**

Clean all assigned guest rooms, including stripping and making the beds, dusting surfaces, vacuuming carpets etc. Clean all assigned bathrooms, public areas and kitchen areas as directed, including floors, windows, mirrors etc. Ensure high standards of cleanliness are consistently maintained throughout the hostel blocks, carrying out deep cleans when required. Highlight any maintenance issues in a timely manner to the Wardens (Boys & Girls). Supply of Resource Requirements as per Annexure-II.

Sig. of Bidder with seal

## ANNEXURE-II

Ref:- E-Tender Notification No.VIMS/GNL-1/Tender /01/2018-19, Date : 20/11/2018

### RESOURCES REQUIREMENT

#### List of Minimum Cleaning Materials required per month

Sl. No	Consumables	Unit Pack	Minimum Qty. Required per month	Rate	Total amount for one month (including taxes)
1	2	3	4	5	6
1	Black Phenyl Grade-III - Branded	Ltr.	850		
2	Urinal Cubes	Nos	140		
3	Bleaching Powder - Branded	KG	450		
4	Coconut Brooms -size : Overall length - 70 cms.	Nos.	420		
5	Bamboo Sticks - Good Quality - Size : Overall length - 7feet.	Nos.	50		
6	Garbage Bags (15 pcs in 1 box - size : 60cms x 81cms - L size	Kgs	500		
7	Concentrated Hydrochloric Acid for floor and toilet cleaning	Ltrs.	150		
8	Long Hand Brush (Muff with thread)	Nos.	100		
9	Muff with refills for Long Hand Brush	Nos.	100		
10	Plastic Bucket -20 ltrs	Nos.	80		
11	Plastic Dustbin - 10 ltrs.	Nos.	70		
12	Platform brush Nylon	Nos.	50		
13	Hand Gloves - size - 9"	Pair	100		
14	Steel scrubber for cleaning utensils - size : Thick-15mm, Length : 50mm, Weight : 40gm, Width : 50mm	Nos.	45		
15	Dish Wash Powder (Sabeena / Wheel or its equivalent).	500 gm	462		
16	Half Bar Soap	125gm	150		
17	Carbolic Soap	125gm	300		
18	Plastic Mugs - 1 ltr. Capacity	Nos	75		
19	Washing Soda	Kgs	400		
	<b>Grand Total</b>				

**Important Note:** The bidders are hereby informed to see the work place as shown in **Annexure-I** and analyze the actual quantity of cleaning materials as shown above are required and **QUOTE THE RATES IN LUMPSUM ONLY** per month accordingly in price bid at e-portal as per the above statement and the details are to be mentioned in the concerned heading column at e-portal in **Action % column. The samples of above mentioned items should be submitted to the Office of the Medical Superintendent, Medical College Hospital, VIMS, Ballari as per Tender Schedule.** The cleaning materials with ISI / applicable standards should be quoted as per the prevailing market price.

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 VIMS staff during working hours. Sanitary Rubber Gloves, Helmets, Caps, Rubber Boots, Slippers, Drain scrappers, Collection Plate, Hand Scrappers, Nose Mask-dust free respirator, Covered Trolleys, Dustbins, Scrubbers, Safety Gears etc. are to be provided by the Contractor as required.

Sig. of the Bidder with seal

## **ANNEXURE-III**

**Ref:- E-Tender Notification No.VIMS/GNL-1/Tender /01/2018-19, Date : 20/11/2018**

### **DECLARATION**

Tender for Providing the services of **Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers & Drivers** at Vijayanagara Institute of Medical Sciences, Ballari for the year 2018-19. The scope of work includes maintenance of Cleaning and Sanitation Services at Hospitals premises, Wards, Departments, Office premises, Gardens, Hostel Blocks and also maintenance of existing water supply and drainage systems at VIMS, Ballari consisting of Medical College, Medical College Hospital, Govt. Wellesley T.B & Chest Diseases Hospital, Government Dental College & Research Institute, College & School of Nursing, Hostel Blocks & Urban Health Centre for a period of one year.

FORMAT OF UNDERTAKING TO BE FURNISHED BY THE TENDERER FOR HAVING  
ACCEPTED THE TERMS & CONDITIONS OF THE TENDER DOCUMENT.

I, \_\_\_\_\_ Son /  
Daughter \_\_\_\_\_ of \_\_\_\_\_ Shri \_\_\_\_\_  
\_\_\_\_\_ Proprietor/Partner/Director/  
Authorized Signatory of a competent to sign this declaration and execute this  
tender document.

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

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 facts that furnishing of any false information/ fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I hereby confirm that, I will establish Registered Branch Office in Ballari if the contract is awarded to me.

I hereby state that any dispute arises between me and the Tender Inviting Authority during the tender period or afterwards shall be settled in the local court within Ballari Jurisdiction only.

I hereby state that, I have not been blacklisted by any Government / Quasi Government / Government Autonomous Institutions or any other private organization.

Signature of authorized person :  
Full Name :  
Company's Seal :

Place :

Date :

**Note:-**

The above declaration, duly signed and sealed by the authorized signatory of the Agency, should be uploaded in original alongwith other tender documents. (Declaration in Rs.100/- stamp bond paper attested by the government Notary).

## ANNEXURE-IV

Ref:- E-Tender Notification No.VIMS/GNL-1/Tender /01/2018-19, Date : 20/11/2018

### DETAILS OF THE PERFORMANCE CONTRACTS STATEMENT

Sl No	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	Work order No. & Date	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of Contract		The services provided are satisfactory.
					From DD/MM/YY	To DD/MM/YY	
1	2	3	4	5	6	7	8
<b>I</b>	<b>2015-16</b>						
1							
2							
3							
4							
5							
6							
7							
8							
<b>II</b>	<b>2016-17</b>						
1							
2							
3							
4							
5							
6							
7							
8							
<b>III</b>	<b>2017-18</b>						
1							
2							
3							
4							
5							
6							
7							
8							

Note: The Work Orders along with Performance Statement (As per Annexure-V) should be submitted as per above statement, otherwise Performance will not be considered.

Seal & Signature of the Tenderer



## ANNEXURE-V

Ref:- E-Tender Notification No.VIMS/GNL-1/Tender /01/2018-19, Date : 20/11/2018

### EXPERIENCE CERTIFICATE

01	<b>Details of Employer :</b> Contact Details Name and Address Mobile Office Home e-mail id				
02	Details of the service provided				
03	Work Order No. & Date (copy to be uploaded in original).				
04	<b>Details of Contractor / Agency:</b> Contact Details Name and Address Mobile Office Home e-mail id	M/s.			
05	Service provided during the year i.e. <b>2015-16, 2016-17 &amp; 2017-2018 only.</b>				
06	Details of Cleaning and Sanitation staff provided.	Sl No	Designation	No. of staff provided	Remarks if any
07	Comments about the Quality of the service provided by the Contractor / Agency.				
08	Is the Service Satisfactory ? Attach a Service Satisfactory Certificate from the Officer in-charge / Concerned Officer				
09	Remarks, if any by the Employer.				

Date: -

Seal & Signature of the Employer.

**Note :-**

This Performance Certificate should be submitted in the Letter Head of the Employer.

## ANNEXURE-VI

Ref:- E-Tender Notification No.VIMS/GNL-1/Tender/01/2018-19, Date :20.11.2018

### MANPOWER DETAILS

Sl. No	Name of the college/ Hospital	Outsourcing staff required				Total requirement
		Ward Supplier / Ayah / Attenders	Bath Room, Toilet / Gutter Cleaner & Sanitation workers	Plumbers	Drivers	
1	Medical College Hospital	253	46	03	01	<b>303</b>
2	Medical College & Depts, College of Nursing & Urban Health Centre	57	10	03	00	<b>70</b>
3	Govt. Dental College	25	05	00	01	<b>31</b>
4	Government Wellesley TB & CD Hospital	25	03	00	00	<b>28</b>
5	Hostel Blocks (22 for Boys & 22 for Girls)	44	00	00	00	<b>44</b>
	<b>Total</b>	<b>404</b>	<b>64</b>	<b>06</b>	<b>02</b>	<b>476</b>

**CAO CUM FA,  
VIMS, BALLARI.**

## ANNEXURE – VII

Ref:- E-Tender Notification No.VIMS/GNL-1/Tender/01/2018-19, Date : 20.11.2018

### CONTRACT FORM

This agreement, entered into this \_\_\_\_\_ day of \_\_\_\_\_ 2018, between The Director, Vijayanagara Institute of Medical Sciences, Ballari (hereinafter called **THE TENDER INVITING AUTHORITY**) the one part and M/s. \_\_\_\_\_ [Name and Address of Agency] (hereinafter called "**THE AGENCY**") of the other part.

Whereas the Vijayanagara Institute of Medical Sciences, Ballari is desirous that the Agency execute **Providing services of Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers & Drivers through Outsourcing for Vijayanagara Institute of Medical Sciences, Ballari for Twelve Months and extendable for three months** and The Director, Vijayanagara Institute of Medical Sciences, Ballari has accepted the Tender by the Agency for the execution and completion of contract and the remedying of any defects therein at a contract price of Rupees.....In words .....only).

The Agency having accepted the order was required to execute agreement and to furnish Performance Security Deposit **5% (Five Percent)** of the total order value in the form of **Demand Draft** on any nationalized bank for the due fulfillment of the agreement.

NOW THIS AGREEMENT WITNESSETH and it is hereby agreed and declared as follows, that is to say, in consideration of the payments to be made to the Agency by the **Director, Vijayanagara Institute of Medical Sciences, Ballari** as hereinafter mentioned, the **Agency** hereby covenants with the **Director, Vijayanagara Institute of Medical Sciences, Ballari** that the **Agency** shall and will duly **provide / supply** the Services of the quality and description specified and shall do and perform all other works and things in the agreement subject to the terms and conditions and stipulations mentioned in the agreement that is to say Tender Notification, Instructions to Tenderers (IIT), General Conditions of Contract, (GCC), Scope of Works and Services of the premises, Variations, Payment procedure, Liquidated Damages, Manpower, Materials, Risk Clause, Termination of Agreement, Stamp Duty and Settlement of Disputes as mentioned in the tender document and deemed to form and be read and construed as part of the agreement.

In witness whereof the parties ..... and **Director, Vijayanagara Institute of Medical Sciences, Ballari**, to this agreement have signed this indenture on the day, month and year mentioned above in the presence of the following witnesses.

<b>(Agency)</b> <b>(Signature with Name, Designation &amp; Office Seal)</b>	<b>(CAO cum FA, VIMS, Ballari)</b> <b>(Signature with Name, Designation &amp; Office Seal)</b>	<b>(Director, VIMS, Ballari)</b> <b>(Signature with Name, Designation &amp; Office Seal)</b>
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**Witness:**

- 1)
- 2)

**Witness:**

- 1)
- 2)

## ANNEXURE-VIII

**Ref:- E-Tender Notification No.VIMS/GNL-1/Tender/ 01/2018-19, Date : 20.11.2018**

### TENDER OFFER FORM

To,  
The Director,  
Vijayanagara Institute of Medical Sciences,  
Cantonment,  
**Ballari-583 104.**

Affix the  
**photograph of**  
the person signing  
the document  
attested by a  
Gazetted  
Officer/Notary

Sir,

Having examined the tender documents in connection with regard to Providing the services of **Ward Supplier / Ayah, Attenders, Bath Room, Toilet and Gutter Cleaner, Waste and Hospital Waste Disposal personnel, Plumbers & Drivers** at Vijayanagara Institute of Medical Sciences, Ballari for the year 2018-19. The scope of work includes maintenance of Cleaning and Sanitation Services at Hospitals premises, Wards, Departments, Office premises, Gardens, Hostel Blocks and also maintenance of existing water supply and drainage systems at VIMS, Ballari consisting of Medical College, Medical College Hospital, Govt. Wellesley T.B & Chest Diseases Hospital, Government Dental College & Research Institute, College & School of Nursing, Hostel Blocks & Urban Health Centre for a period of one year and extendable for three months from the date of Award of Contract called by you.

I/We, the undersigned offer to Provide / Supply and deliver the above said services and cleaning materials in conformity with the terms and conditions of the tender at the rates quoted in the Price Bid if the contract is awarded in my / our favour.

I/We undertake if our quotation is accepted, I / We will enter into contract to supply / provide the services in accordance with the terms and conditions mentioned in the Tender document.

I/We agree to abide by this tender for the specified period.

I/We confirm that the Prices mentioned for materials in the Tender are not par to the prevailing Market Price.

I/We undertake to deposit Security Deposit amount in accordance with the terms and conditions of the tender if our offer is accepted.

I/We understand that you are not bound to accept the lowest or any quotations you may receive.

Date: Place: Land Phone No: Mobile Phone No: Fax No:	Signature: Name in Capital Capacity : Seal of the firm:	
Name and Address & Phone No. of the person signing the tender form:	Official:  Ph:	Residential:  Ph:

## **ANNEXURE- IX**

**Ref:- E-Tender Notification No.VIMS/GNL-1/Tender/ 01/2018-19, Date : 20.11.2018**

### **ANNUAL TURNOVER FORMAT**

The Annual Turnover of M/s. \_\_\_\_\_  
for the past three years are given below and certified that the statement is true  
and correct. (please upload documentary evidence in original in e-portal)

<b>Sl No</b>	<b>Financial Years</b>	<b>Turnover in Lakhs (Rs)</b>
01	2015-16 (31/03/2016)	
02	2016-17 (31/03/2017)	
03	2017-18 (31/03/2018)	
	<b>Total</b>	

Date:

Signature & seal of Commercial Tax Officer/  
Chartered Accountant (code No)  
Seal:

**(Name in Capital)**

Note : CA code number must be mentioned.