



Mission Directorate
National Health Mission, Odisha
Department of Health & Family Welfare,
Government of Odisha.

Letter No. 13224 /NHM/2015
566/11

Date: 19 / 10 / 2015

From

Smt. Roopa Mishra, IAS
Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha

To

All CDMO-cum-District Mission Directors, Odisha

Sub: Request For Proposal (RFP) for outsourcing of Housekeeping & Security Services in Public Health Facilities.

Madam/ Sir,

Housekeeping, Security & Laundry Services are an important component of hospital facility management. It is observed that different districts are following different methods of selection. Therefore common proforma for Request For Proposal (RFP) for outsourcing of Housekeeping, Security & Laundry Services has been designed. Hence you are requested to adopt those guidelines along with the proforma in appropriate time depending the validity of your current tender process. Those districts whose current tender process is about to complete must float tender as per the new RFP document. Others may do so after completion of their validity period. The RKS of the concerned facility may float tender or they may take a decision to float tender for the whole district at the CDMOs level depending the local situation.

You are therefore, requested to float tender as per the guideline and communicate the same to all District Headquarter Hospital & other facilities of your district for necessary action. It is hereby clarified that this prescribed RFP is a minimum standard document and districts are free to adopt standards superior to these.

Yours faithfully,

Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha

Date: 19.10.15

Memo No. 13275

Copy forwarded to the DHS for information and with a request to advice the District Headquarter Hospitals to adopt the same.

Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha

Date: 19.10.15

Memo No. 13276

Copy forwarded to the DMET for information and with a request to look at the same and advice the Medical College and Hospitals to adopt these RFPs as a minimum standard at the time



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National Health Mission, Odisha
Department of Health & Family Welfare,
Government of Odisha.

of floating of tender next time. Any improvement over and above the prescribed criteria and deliverables of the RFP document may be change as per the requirement.

Memo No. 13277

Copy forwarded to the Joint Secretary Scheme, Deptt. of Health and Family Welfare, Govt. of Odisha for information and necessary action.

[Signature]
17/10
Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha
Date. 19.10.15

Memo No. 13278

Copy forwarded to Superintendent, Capital Hospital/ CMO, RGH, Rourkela/ all ADMO (Medical)s for information and necessary action.

[Signature]
17/10
Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha
Date. 19.10.15

Memo No. 13279

Copy forwarded to all DPMs /Hospital Managers for information and they are instructed to implement the same.

[Signature]
17/10
Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha
Date. 19.10.15

[Signature]
17/10
Mission Director, NHM &
Ex-Officio Addl. Secretary to Govt.
Health & FW Department, Odisha

Request for Proposal

For Outsourcing of Housekeeping Service

Issued By: <insert the name and address of the Inviting Authority>



DEPARTMENT OF HEALTH AND FAMILY WELFARE

GOVERNMENT OF ODISHA

RFP Reference No..... / Dated:.....

[Signature] *[Signature]* *[Signature]*

[Signature] *[Signature]*

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1. Notice Inviting Proposal

1.1 Proposals are invited by the Rogi Kalyana Samiti of _____ (Name of Institution) from eligible Bidders (Firm/ Agency) interested to provide Housekeeping Services to _____ (Name of Institution) on outsourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one year, which may be renewed for another year with the mutual consent of both the parties.

1.2 Interested Bidders can obtain the RFP document containing detailed terms and conditions, scope and eligibility criteria from the office of CDMO or can download the same from the website _____. The cost of the RFP document (Rs. 2,100/- including Odisha VAT) shall be submitted along with the proposal (technical) in the form of DD in favour of _____, payable at _____.

1.3 The proposals (both technical and financial) by eligible Bidders shall reach the Office of the under signed within due date and time (i.e.....) in the prescribed format and manner. Proposals received after due date and time shall be rejected. There is no system of receipt of proposal through drop box or by hand. Proposals shall be received only through registered post/ speed post or courier service.

1.4 Key Information:

S. No.	Particulars	Information
1	Start Date for sale or availability of RFP document in the official website	xx.xx.2015
2	Closing Date for sale or availability of RFP document in the official website	xx.xx.2015
3	Cost of RFP Document (including OVAT)	Rs. 2,100/-
4	Last date and time for receipt of proposal	xx.xx.2015
5	EMD in form of demand draft / fixed deposit receipt in favour of <insert name, designation and address>	2-3% of the estimated cost
6	Address for submission of RFP	

Note: In case the closing date for sale of RFP document or/ last date for receipt of proposal happens to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place and as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Chairman
Executive Committee, RKS
<insert address of the health institution>

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply to the following criteria to participate in the tendering process -

- a) Minimum three years of experience in similar activity (Providing Housekeeping Services in Health Facilities) as on the date of submission of the proposal. (Self-Attested copies of the Service Contract/ Work Order to this effect are to be enclosed as supporting evidences along with the technical proposal).
- b) Must have executed similar work for at least Rs. _____ Lakh (equal to the estimated cost) during the last 3 Financial Years i.e. 2012-13, 2013-14 & 2014-15. (Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- c) Valid registration under ESI, EPF, Income Tax, Service Tax, Labour Law and other relevant Act/ Rules.
- d) Employed not less than ----- field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the client location for rendering housekeeping services (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)
- e) Minimum Annual Turnover of Rs. _____ (equal to the estimated cost) during each of the last 3 Financial Years i.e. 2012-13, 2013-14 & 2014-15. (Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets are to be furnished)

2.2 Scope of Work

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification Experience
1.	Supervisor		Age Limit: Minimum 30 years & Maximum 50 years as on 31.03.2015 Educational Qualification: Minimum Higher Secondary/ +2 (Pass) Experience: Minimum 3 years in similar work
2.	Helper		Age Limit: Minimum 20 years & Maximum 40 years as on 31.03.2015 Educational Qualification: Minimum 7 th Standard (Pass) Experience: Minimum 2 years in similar work

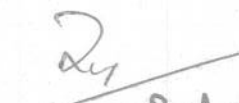
Note: CV of each Helper & Supervisor proposed along with the following documents are to be submitted by the Agencies -

- Educational Certificates
- Previous work experience

The scope of work is as follows –

- a) Sweeping and wet mopping of the floors, corridors, staircases, platforms, etc. within the hospital premises with disinfectants at least thrice every day.
- b) Sweeping and wet mopping of the floor area of Laboratories, Wards, Offices, Lobbies, Stores and Common Areas at least thrice daily. Operation Theatre (OT) & Labour Room are to be cleaned more frequently.
- c) Sweeping of outhouse area at least twice daily.
- d) Collecting all garbage and dumping the same outside the main gate every day at the place allotted by Municipality for the purpose or any other designated place.
- e) Cleaning of furniture (like working Tables, Chairs, etc.), glass doors, glass windows in the hospital premises every day.
- f) Periodic cleaning of ceilings to remove cobwebs.


Pradheer

- g) Cleaning of fans, tube lights, etc. as and when required.
- h) Washing & cleaning washbasins, mirrors, pans, etc. installed in various locations with disinfectant every day.
- i) Cleaning of all toilets with disinfectants every day in the morning and at periodical intervals during the working hours. This will include regular cleaning of all toilets bowls, pans, urinals, washbasins and any other porcelain components using detergent solution and water.
- j) All other areas in the toilets/ urinals i.e. walls, ceiling, pipes, mirrors, etc. are to be cleaned and maintained dust free.
- k) The toilets should be maintained clean, dry and there should be no foul smell. Moreover, room freshener, Naphthalene Cakes/ Balls should be used in toilets on daily basis.
- l) All drains shall be cleaned on regular basis (at least daily) so as to ensure smooth discharge of wastewater to avoid any stagnation, over flowing or blockage of water.
- m) Sweeping and cleaning of the entire hospital campus including cutting of bushes and pruning of trees.
- n) Undertake anti-termite treatment, rat control measure, pest control, etc.
- o) Periodic spraying of insecticide, rodenticide, pesticide and larvicides for eradication of flies, mosquitos, rodent and pest menace from the hospital premises.
- p) Cleaning of overhead tanks, sumps, gully trap and drains leading to and connected with the main sewage line. The frequency of cleaning shall be at least once in a month or more frequently if the situation demands.
- q) Performing other related tasks as & when required.


The Agency shall be responsible for the maintenance and upkeep of facilities in the hospital premises in the manner as specified in **Annexures 1, 2 & 3**.

2.3 Responsibilities of the Service Provider

Following are the responsibilities of the Agency (Service Provider) –

- a) All the personnel engaged by the Agency to provide the services in the hospital have to be in proper uniform during duty hour.



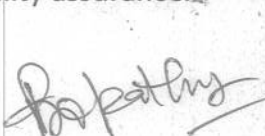

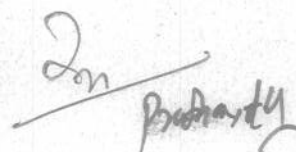



- b) All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the hospital)
- c) All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are to be complied.
- d) All the assets and property of the hospital are to be safeguarded.
- e) A qualified and dedicated personnel is to be deputed to supervise cleaning and housekeeping activities to ensure quality and efficiency in service and to act as a contact person to co-ordinate and interact with the hospital authority and sanitation committee.
- f) Maintain location-wise log book to record all cleaning and housekeeping activities carried out in the format prescribed by the authority for checking and reference.
- g) To provide all necessary materials (**Annexure-2**) including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service.
- h) All standard safety norms are to be followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines, buildings, etc.

2.4 Responsibilities of the Hospital Administration/ Authority:

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Provide space for safe storage and issue of consumables, uniforms; maintenance record; and place of sitting for supervisor (deputed by the contractor).
- b) Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- c) Co-operate with the cleaning staff for timely and complete cleaning.
- d) Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like OT, Laboratories, Labour Room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.
- e) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.

- f) The nos. given for all categories are approximate in nature, which may vary up to 50%.

2.5 EMD and Performance Security

- a) The applicant shall submit along with the Technical Proposal, the cost of RFP Document for Rs.2,100/- (Rupees Two Thousand One Hundred) only in the form of Demand Draft in favour of _____, payable at _____ and EMD of Rs. _____ (Rupees _____) (2-3% of estimated cost) only in form of Demand Draft/ Fixed Deposit Receipt.
- b) The EMD of the unsuccessful bidders shall be returned within one month of the selection of the Agency. In case of the successful bidder, the EMD shall be adjusted towards Performance security and shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the form of Demand Draft (DD) or FDR in favour of _____, payable at _____ within 21 days of notification of award or execution of contract (**Annexure 7**), whichever is earlier.

2.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month.
- c) The price as quoted by the Agency (as per **Annexure 5**) shall remain unchanged during the contract period.
- d) Service Tax, if any, shall be paid at the applicable rate.




2.7 Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another twelve months in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract (Format given in **Annexure 7**) and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/ Intimation.

2.8 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 60 days of notice period.
- b) The District Headquarter Hospital may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - (i) Shall specify the nature of failure, and
 - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- c) The District Headquarter Hospital after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
 - (i) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (District Headquarter Hospital) have subsequently approved in writing.
 - (ii) If the service provider becomes insolvent or bankrupt.
 - (iii) If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or
 - (iv) If, in the judgment of the Management of District Headquarter Hospital, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.



2.9 Detail of Office Premises

- a) Total indoor floor area including office rooms, common area, conference hall, reception/waiting area, store, restroom, toilet, security room, etc. is 15,000 sq.ft (approximately).
- b) Interested bidders may visit the hospital premises to assess the outdoor workload including internal road, lawn, parking area, rest shed, etc., on any working day before the last date of proposal submission.

3. Instructions to Bidders

3.1 Submission of the Proposal

- a) The proposal shall be submitted in a sealed envelope with clear inscription as "PROPOSAL FOR OUTSOURCING OF HOUSEKEEPING SERVICE, RFP REFERENCE NO....." on top of it before due date and time.
- b) The Proposal shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Proposal and "Cover-B" shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO....." on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.

3.2 Contents of the Proposal

- a) The technical proposal in addition to proof of eligibility shall contain:
 - 1. All the information, documents and clarifications as required under **Annexure 4 & ToR.**
 - 2. EMD (in form of DD/FDR) and RFP Document Cost (in form of DD).
 - 3. Copy of the RFP Document signed on every page by the duly authorized Signatory.
 - 4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to RKS, DHH, -----for this Tender.
- b) The Financial Proposal shall be submitted in the format given in **Annexure 5.**



3.3 Evaluation and Selection

- a) The proposal shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) Those applicants who shall qualify in the technical evaluation shall be eligible for participation in Financial Proposal Opening.
- c) The qualifying score in technical evaluation for the financial opening is 30 out of total score of 50. Format for evaluation is given in **Annexure 6**.
- d) For financial evaluation, Price excluding Tax shall be taken into consideration.
- e) Financial Bids shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below –

<Full address of the Institution inviting the bid>

Date of Opening of Financial Bids shall be communicated to the technically qualified bidders.

3.4 Award of Contract

- a) Contract shall be awarded to the Firm whose proposal will be determined to be substantially responsive and who has offered the lowest evaluated bid price.
- b) In case two or more technically qualified Firms quote the same lowest price, the Firm with the higher mark in the technical bid shall be awarded the contract.
- c) In case two or more technically qualified Firms having same technical scores quote the same lowest price, the Firm having the highest average turnover in last 3 Financial Years i.e. 2012-13, 2013-14 & 2014-15 among the lowest bidders shall be awarded the contract.
- d) Any effort by a Firm to influence the employer in its decision on bid evaluation or placement of Work Order may result in rejection of the Firm's offer.
- e) Any legal dispute arising out of this is subject to ----- jurisdiction only.

4. SPECIAL CONDITIONS OF CONTRACT:

- a) The deployed Staff must be skilled and competent with requisite physical fitness.

- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) District Headquarter Hospital, _____ may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management of District Headquarter Hospital, _____ found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of District Headquarter Hospital, _____ due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) The Management shall provide suitable space to the Agency for storage of uniforms, badges, consumables, etc. required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the District Headquarter Hospital, _____ shall not be liable for any payment on account of compensation.
- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to District Headquarter Hospital, _____ or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to District Headquarter Hospital, _____ with the concerned tax collection authorities, from time to time, as per the applicable rules and



regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to District Headquarter Hospital, _____, as and when sought for.

- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and District Headquarter Hospital, _____ shall provide TDS certificate to the Agency.
- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, PF, etc. District Headquarter Hospital, _____ shall have no liability in this regard. Any revisions or amendments made to these laws/Acts by the State/Central Government will be automatically applicable for compliance by the Principal Employer and the Service Provider without any separate sanction for the same.
- n) The District Headquarter Hospital, _____ shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the District Headquarter Hospital, _____ shall be made a party to it in case of any dispute arising out of such non-compliance.
- o) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the District Headquarter Hospital, _____ proportionate to the extent of default/non-compliance.
- p) District Headquarter Hospital, _____ shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- q) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of District Headquarter Hospital, _____ during the currency or after expiry of the Contract.
- r) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in District Headquarter Hospital, _____.


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- s) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- t) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of District Headquarter Hospital,_____.
- u) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

5. Penalty Clauses

1. In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Employer reserves the right to impose the penalty as detailed below:


- a. 2% of cost of order/agreement per week, up to 2 weeks delay.
- b. After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the contractor.
- c. The security deposited by the contractor shall be forfeited.

2) For any breach of contract, CDMO or duly constituted committee by CDMO shall be entitled to impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.

3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).



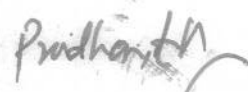
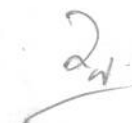
- a) If the personnel working are not found in proper uniform and not carrying their photo identity card.
 - b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
 - c) If the behavior of personnel (s) found is discourteous to anyone in the hospital including staff or patients.
 - d) If any person is found performing duty by submitting a fake name and address.
 - e) If any person is found on duty other than those mentioned in the approved list provided by the Agency to the DHH authorities.
 - f) In the case of any loss/theft of Institute's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.
 - g) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.
- 4) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Collector and his decision will be the final decision and both the party will be abide by it.


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**ANNEXURE 1: Job Specification & Time Schedule for House Keeping Service as well as
Attending to Complaints, if any**

Sl. No.	Area	Activity	Frequency
1	Toilet	Washing of toilets including the floors, walls, closets, urinals, commodes, wash basins, fixtures & fittings, etc. and carry out chemical wash of toilets and maintain them in hygienic and odorless condition	6 Hourly basis and as and when required (6 AM, 10 AM, 2PM & 6PM)
		Complain: Choking of toilet chamber	Within 24 hours
		Complain: Blockage of toilets	Within 6 hours
2	OPD, Office areas Laboratory and Blood Bank	Mopping of floors	Twice a day (7AM & 2PM)
		Damp dusting of chairs, tables, workstation tables & stretchers	Twice a day (7AM & 2PM)
		Dry and wet mopping of side walls, Doors & window glass with cleaning solutions	Twice a week
		Cleaning of cobwebs	Once a week & as and when required.
		Cleaning and wet mopping of fans and	Once a week
		Any type of soiling like vomiting, bleeding	Within 30 minutes
3	Waiting areas of all floors	To be scrubbed, cleaned and mopped with cleaning solutions & polishing	4 times daily (Twice in Morning Shift and once in each Evening and Night Shift)
4	All wards and corridors	Mopping of floors	Thrice a Day (8 AM, 12.00 Noon, 6PM)
		Cleaning of Dustbins and disposal of general waste material (non-biomedical waste)	Thrice a day (8 AM, 12.00 Noon and 4PM)/ when bags are 3/4th Full
		Polishing of floors with scrubber	Once a week
		Bed pan/urine bottles/spittoons shifting to sluice rooms and cleaning	As and when required



		Any type of soiling like vomiting, bleeding	Within 30 minutes
		Damp dusting of chairs, tables, workstation tables & stretchers	Once daily in office areas and one time each in Morning and Evening Shift in other areas.
		Dry and wet mopping of side walls, Doors & window glass with cleaning solutions	Twice a week
		Cleaning of cobwebs	Once a week and as & when required.
		Cleaning and wet mopping of fans and exhaust fans	Once a week
		Complain: Tobacco spitting stains, dirt on the wall	Within 1 hour
		Washing the entire DHH areas in a scheduled manner with soap and water. (Gang Washing)	Once a week
		Washing of slipper	Once a day and when ever required.
5	Kitchen	Mopping of floors	Thrice a Day (8 AM, 12.00 Noon, 6PM),
6	Staircase	Cleaning and moping the area and railings	Twice daily and as & when required.
7	Campus Cleaning	Cleaning of the outhouse area, garden, the area intervening the wards roof tops parapits, etc.	Twice a day at 6 AM & 4 PM by broom stick
8	The drains	Cleaning of drains	Once daily at 6 AM.
9	Cleaning of overhead tanks, sumps, gully trap		Once a month
10	Any other work assigned by the hospital authority		As specified.

Note: Times specified against respective activities are tentative in nature. It may be changed by I/C of hospital as per convenience.

**ANNEXURE 2: Job Specification & Time Schedule for House Keeping Service as well as
Attending to Complaints, if any**

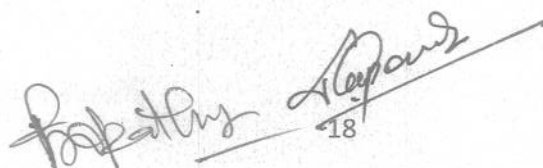
Sl. No.	Name of the Ward/ Location	Area (in sq. ft.) requires sweeping and wet mopping at least 4 times a day	Area (in sq. ft.) requires sweeping and wet mopping at least twice a day	Area (in sq. ft.) requires sweeping and wet mopping at least once a day	Specific locations or space, if any	Bathroom, toilets, Urinals, Wash Basin (Nos.)	Estimated minimum cleaning personnel required (skilled/semi- skilled)		
A	B	C	D	E	F	G	Morning Shift	Day Shift	Night Shift
1	O & G								
2	Pediatric								
3	Medicine								
4	Surgery								
5	General								
6	Cabins								
7	ICU								
8	TB Ward								
9	Eye Ward								
10	Casualty/ Emergency								
11	OT & Labour Room								
12	OPD & Common Areas (Corridors, Stairs, etc.)								
13	Lab, Sterilization, X-Ray and Ultrasound Rooms								
14	Blood Bank								
	Store, Pharmacy, Kitchen, etc.								

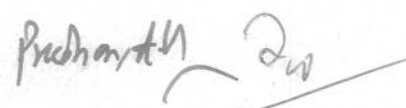
15	Administrative Block, Offices, Conference Hall, etc.									
16	Outside open space (Garden and parking)									
17	All other facilities within the hospital									

ANNEXURE 3: Tools, Equipment and Consumables to be supplied by the Agency

Tools & Equipment	Consumables (Soap & Chemicals)
1. Stick Broom	1. Liquid Cleaner
2. Soft Broom	2. Bathroom cleaning Acid
3. Cobweb Brush	3. Naphthalene Cake/ Ball
4. Plastic/nylon Brush for toilet	4. Disinfectants (Example: Phenyl)
5. Glass Duster	5. Room Spray
6. Floor Duster	6. Bleaching Powder
7. Mop Stick	7. Potassium Permanganate
8. Rubber Wiper	8. Anti-insecticide (Example: Baygon Spray)
9. Plastic Bucket	9. Soap (liquid/powder)
10. Plastic Mug	10. Washing Powder
11. Cotton Swabs	11. Toilet Cleaner (Permitted Grade)
12. Nylon Scrubber	12. Glass and other surface cleaner (Example: Collin Spray)
13. Vacuum Cleaner	13. Room Freshener
14. Scotch Brite	14. (Add any other useful chemicals)
15. Steel wool	
16. Mechanized scrubber	
17. Dust Pan	
18. (Add any other useful device)	




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ANNEXURE 4: Profile of the Applicant**(To be furnished along with the Technical Proposal Cover "A")**

Sl. No.	Particulars	Details	
1.	Name and Address of the Bidder		
2.	Constitution and Date of Incorporation/ Registration (Certificate of Incorporation/ Registration to be enclosed)	(NGO/Partnership Firm/Company/Others) Date.....	
3.	Name, designation, contact no. and address of the Contact Person/Local Representative		
4.	Financial position and operational results for last three financial years (2012-13, 2013-14 & 2014-15)	Audited Statements of Accounts to be attached (Self attested photo copies)	
5.	Number of field level staff engaged at the client locations to render housekeeping service (Refer Eligibility Clause 2.1 d)	1. Supervisory Staff (Field) 2. Service & Support Staff To be supported by latest PF/ESI/TDS return filed with the respective Authorities.	
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt./ Semi-Govt./Public Sector and Private</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/Ongoing)	

	<i>Sector Clients.</i>	
7.	Registration/empanelment details with different authorities	(i) Authority (s): (ii) Date of Registration
8.	Plan for execution	(i) Manpower Planning (ii) Monitoring (iii) Quality Assurance
9.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- (i) Information to be furnished in separate sheet wherever necessary.
- (ii) In case of documents, they shall be self attested photocopies.

Date:

Place:

Authorized Signatory





ANNEXURE 5: FINANCIAL PROPOSAL

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	No.	Rate per Month (Rs.)	Monthly Cost (Rs.)	Annual Cost (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
A1.	Manpower Cost				
1.	Supervisor				
2.	Helper				
	Sub-Total of A1 (1+2)				
A2	Tools & Consumable Cost				
1.	Tools & Equipment Cost (Pro rata)				
2.	Consumables				
	Sub-Total of A2 (1+2)				
A3.	Other Costs, if any (Pl. specify)				
1.					
2.					
	Sub-Total of A3 (1+2)				
	Total of A (A1+A2+A3)				
B.	OVERHEAD/ PROFIT MARGIN				
	Overhead as % of Cost on A or other, if any				
	Total of B				
C.	PRICE EXCLUDING TAX (A+B)				
D.	TAX				
1.	Service Tax (Rate-____%)				
2.	Other Taxes, if any (Pl. Specify)				
E.	PRICE INCLUDING TAX (C+D)				

Total Price Excluding Tax: Rs.....(in words)

Date:

Place:

Authorized Signatory







ANNEXURE 6: Standard Format for Evaluation of Technical Proposal

Name & Address of the Bidder: -					
(For official use only)					
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks	
1.	Constitution of the Applicant: a) Registered Company: 5 Marks b) Society/Partnership Firm/Others: 3 Marks	5			
2.	Years of Business Experience: a) Between 3 to 5 years: 5 Marks b) Above 5 years: 7 Marks c) Above 7 years: 10 Marks (To be calculated from date of incorporation /registration).	10			
3.	No. of field staff employed: a) Between 1.5 to 2 times : 5 Marks b) Above 2 times.: 7 Marks c) Above 3 times.: 10 Marks [Employed not less than ----- field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the clients' locations (either single location or multiple locations) for rendering laundry services (non-administrative)]. (EPF and ESI returns to be furnished as supporting evidence in any of the three	10			

[Signature]

[Signature]
22

[Signature]

	preceding months from the month when the proposal was submitted)			
4.	Market Presence/Cienteles (Provided laundry services to Govt./ Semi-Govt./ Public Sector Clients): a) 1 to 2 nos.: 2 Marks b) 3 to 5 nos.: 4 Marks c) More than 5 nos.: 5 Marks Provided similar services (Housekeeping Services in Health Facilities) during the last 3 F.Y.s (Self-Attested copies of Agreements/ Work Orders are to be furnished along with the technical proposal).	5		
5.	Past Work Done (last three years i.e. 2012-13 to 2014-15): a) Above Rs. (equal to the estimated cost): 4 marks b) Above Rs. (2 times of the estimated cost): 7 marks c) Above Rs. (3 times of the estimated cost): 10 marks	10		
6.	Average Annual Turnover (last three years i.e. 2012-13 to 2014-15): a) Above Rs. (equal to the estimated cost): 4 Marks b) Above Rs. (2 times of the estimated cost): 7 Marks c) Above Rs. (3 times of the estimated cost): 10 Marks	10		
Total		50		





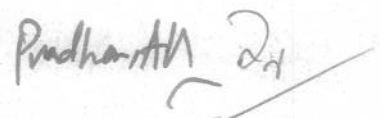
ANNEXURE 7: FORMAT FOR AGREEMENT

AGREEMENT

1. An agreement made this.....day of 2015 BETWEEN RKS (Member Secretary), District Headquarter Hospital, _____ (hereinafter called "1st Party") of the one part AND <insertnameandaddressoftheserviceprovider> (hereinafter called "2nd Party", which expression shall, where the context so admits, be deemed to include his heirs/ successors/ executors/ administrators) of the other part.
2. Whereas the 2nd Party has been selected by RKS, District Headquarter Hospital, _____ through an open tender issued vide Reference No.....dated, and accordingly the letter of award was issued vide No.....dated..... inviting to execute the contract.
3. And whereas the 2nd Party agreed to provide housekeeping services in the registered office premises of District Headquarter Hospital, _____ as per the provisions in the RFP document.
4. And whereas the 2nd Party has deposited the performance security of Rs.after adjusting the EMD amount submitted earlier along with the technical proposal vide.....

NOW THESE PRESENT WITNESSES AS FOLLOWS:

5. The following documents shall be deemed to form and be read and constructed as integral part of this Agreement, viz.:
 - a) RFP Terms of Reference;
 - b) Submissions and Declaration as part of the Proposal submitted;
 - c) Notification of Award issued by the Authority.
 - d) Special Conditions of Contract



6. In consideration of the payments of Rs.....(in words.....) per month to be made by the 1st Party to the 2nd Party, the 2nd Party hereby covenants with the 1st Party (RKS, District Headquarter Hospital, _____) to provide the agreed Services in all respects as per the provisions of this Contract.
7. The 1st Party hereby covenants to pay the 2nd Party in consideration of the provision of the agreed housekeeping services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed in the Contract.
8. The description of the services to be rendered by the 2nd Party under this contract and their prices as offered by the 2nd Party and accepted by the 1st Party are as under:

<Insert the price bid submitted by the Agency>

PRICE

- 9.1 The price shall be **firm and fixed** during the contract period. Service tax shall be paid on the monthly fees/charges at the rate as applicable.

10. PAYMENT

- 10.1 The payment shall be made to the 2nd Party on monthly basis.
- 10.2 While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month.
- 10.3 In case of any deficiency in performance or non-supply of agreed manpower, deduction shall be made proportionately from the monthly fees.
- 10.4 The 2nd Party shall submit the monthly bill within 1st week of the following month.



For and on behalf of the Agency

For and on behalf of RKS, District
Headquarter Hospital

Authorised Signatory

<Authorized Signatory>

<Name and Address of the Agency>

Date:

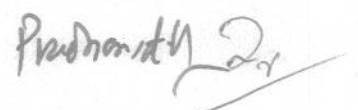
Date:

1.Witness

1. Witness

2.Witness

2. Witness



PROVISIONAL CLEANING SCHEDULE OF WARD

Name of the Hospital : _____ Name of the Department: _____

Activities	Time of Activities	Date & Frequency																															
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Washing of toilets including the floor, walls, closets, urinal, commodes, wash basins, fixtures & fittings etc and carry out chemical wash of toilets and maintain them in	6:00 AM																																
	10:00 AM																																
	2:00 PM																																
Mopping of floors (wards, corridors)	6:00 PM																																
	8:00 AM																																
	12 Noon																																
	6:00 PM																																
Cleaning of Dustbins and disposal of general waste material (non-biomedical waste)	12 Noon																																
	6:00 PM																																
Polishing of floors with scrubber.	Once a Week																																
	Morning Shift																																
Damp dusting of chairs, tables, workstation tables & stretchers .	Evening Shift																																
	Morning Shift																																
Clean the staircase, and ensure the area is mopped and railings cleaned	Evening Shift																																
	Morning Shift																																
Washing the entire O & G areas in a scheduled manner with soap and water. (Gang Washing)	Once a Week																																
	Once a Week																																
Cleaning and wet mopping of fans and exhaust fans	Once a Week																																
	Once a Week																																
Cleaning of cobwebs	Once a Week																																
	Once a Week																																

Over all remarks: Satisfactory/Not satisfactory

Signature of the I/C

12/3

Pradharthy

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PROVISIONAL CLEANING SCHEDULE OF WARD

Name of the Hospital : _____ Name of the Department: _____

Activities		Time of Activities	Date & Frequency																																
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
Washing of toilets including the floor, walls, closets, urinal, commodes, wash basins, fixtures & fittings etc and carry out chemical wash of toilets and maintain them in	6:00 AM																																		
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	Once a Week																																		
	Once a Week																																		
	Once a Week																																		

Over all remarks: Satisfactory/Not satisfactory

Signature of the I/C

12/3

Pradharthy

22

Request for Proposal

For Outsourcing of Security Service Agency

Issued By: <insert the name and address of the Inviting Authority>



DEPARTMENT OF HEALTH AND FAMILY WELFARE

GOVERNMENT OF ODISHA

RFP Reference No..... / Dated:.....

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1. Notice Inviting Proposal

1.1 Proposals are invited by the Rogi Kalyana Samiti of _____ (Name of Institution) from eligible Bidders (Firm/ Agency) interested to provide Security Services to _____ (Name of Institution) on outsourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one year, which may be renewed for another year with the mutual consent of both the parties.

1.2 Interested Bidders can obtain the RFP document containing detailed terms and conditions, scope and eligibility criteria from the office of CDMO or can download the same from the website _____. The cost of the RFP document (Rs. 2,100/- including Odisha VAT) shall be submitted along with the proposal (technical) in the form of DD in favour of _____, payable at _____.

1.3 The proposals (both technical and financial) by eligible Bidders shall reach the Office of the under signed within due date and time (i.e.....) in the prescribed format and manner. Proposals received after due date and time shall be rejected. There is no system of receipt of proposal through drop box or by hand. Proposals shall be received only through registered post/ speed post or courier service.

1.4 Key Information:

S. No.	Particulars	Information
1	Start Date for sale or availability of RFP document in the official website	xx.xx.2015
2	Closing Date for sale or availability of RFP document in the official website	xx.xx.2015
3	Cost of RFP Document (including OVAT)	Rs. 2,100.00
4	Last date and time for receipt of proposal	xx.xx.2015
5	EMD in form of demand draft / fixed deposit receipt in favour of <insert name, designation and address>	2-3% of the estimated cost
6	Address for submission of RFP	

Note: In case the closing date for sale of RFP document or/ last date for receipt of proposal happens to be a holiday for any reason, the activity will be held on the immediate next working day at the same time & place and as a consequence any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

Chairman
Executive Committee, RKS
<insert address of the health institution>

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply to the following criteria to participate in the tendering process -

- a) Minimum three years of experience in similar activity (Providing Security Services) as on the date of submission of the proposal. (Self-Attested copies of the Service Contract/ Work Order to this effect are to be enclosed as supporting evidences along with the technical proposal).
- b) Must have executed similar work for at least Rs. _____ Lakh (equal to the estimated cost) during the last 3 Financial Years i.e. 2012-13, 2013-14 & 2014-15. (Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- c) Valid registration under ESI, EPF, Income Tax, Service Tax, Labour Law and other relevant Act/ Rules.
- d) Employed not less than ----- field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the client location for rendering security services (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)
- e) Minimum Annual Turnover of Rs. _____ (equal to the estimated cost) during each of the last 3 Financial Years i.e. 2012-13, 2013-14 & 2014-15. (Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets are to be furnished)



2.2 Scope of Work

The following Personnel shall be provided by the Agency –

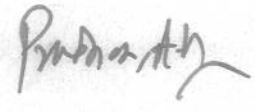
Sl. No.	Category	No.	Qualification & Experience
1.	Security Guard		Age Limit: Minimum 21 years & Maximum 40 years as on 31.03.2015 Educational Qualification: Minimum 10 th Standard (Pass) Working Hour: 8 hours
2.	Security Supervisor		Age Limit: Minimum 30 years & Maximum 50 years as on 31.03.2015 Educational Qualification: Minimum Graduate Experience: Minimum 10 years in security/ defence service Working Hour: 8 hours

Note: CV of each Security Guard & Security Supervisor proposed along with the following documents are to be submitted by the Agencies -

- Educational Certificates
- Security Training Certificate, if any
- Previous work experience

The scope of work is as follows –

- a) To keep a watch over persons/ vehicles visiting the premises of the District Head Quarter Hospital.
- b) To control entry and exit of people.
- c) To guard all the properties of the hospital.
- d) To monitor and authorize entrance and departure of visitors and other persons to guard against theft and maintain security of premises.
- e) To ensure that unauthorized vehicles are not parked in the earmarked area for staff and all vehicles are parked in an orderly manner outside the premises.
- f) To patrol the premises to prevent and detect signs of intrusion and ensure security of doors, windows and gates.


4

- g) To answer alarms and investigate disturbances.
- h) To support investigation of damage, accidents and incidents to determine causes circumstances, affected parties and prepare reports.
- i) To report to the Authority any irregularity such as equipment or property damage, theft, presence of unauthorized persons or unusual occurrences.
- j) To answer telephone calls to take messages, answer questions and provide information during non-business hours.
- k) To warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
- l) To prevent passage of prohibited articles into restricted areas.
- m) To perform other related tasks as & when required.

2.3 Responsibilities of the Service Provider

Following are the responsibilities of the Agency (Service Provider) –

- a) The Agency has to provide the uniforms, badges, shoes, batons and Photo Identity Cards to the security persons deployed by them for carrying out the work. The deployed security personnel must wear the uniform dresses with shoes, batons, badges and carry the Photo identity cards while performing duty.
- b) The Agency shall ensure proper conduct of the deployed security personnel in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work.
- c) Working hours would be normally **8 hours per day** during working days. The security personnel are to be deployed in shift basis **on all working days & holidays.**
- d) In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such case, the Agency has to provide a substitute.
- e) The Agency shall be responsible for contributions towards Provident Fund, Employees State Insurance, etc., wherever applicable.
- f) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of RKS, DHH,-----.

[Signature]

[Signature]

[Signature] 21

The Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

2.4 Responsibilities of the Hospital Administration/ Authority:

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Provide space for safe storage and issue of consumables, uniforms, maintenance record and place of sitting for supervisor (deputed by the contractor).
- b) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.

2.5 EMD and Performance Security

- a) The applicant shall submit along with the Technical Proposal, the cost of RFP Document for Rs.2,100/- (Rupees Two Thousand One Hundred) only in the form of Demand Draft in favour of _____, payable at _____ and EMD of Rs. _____ (Rupees _____) (2-3% of the estimated cost) only in form of Demand Draft/ Fixed Deposit Receipt.
- b) The EMD of the unsuccessful bidders shall be returned within one month of the selection of the Agency. In case of the successful bidder, the EMD shall be adjusted towards Performance security and shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the form of Demand Draft (DD) or FDR in favour of _____, payable at _____ within 21 days of notification of award or execution of contract (Annexure 4), whichever is earlier.

2.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of

documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month.

- c) The price as quoted by the Agency (as per **Annexure 2**) shall remain unchanged during the contract period.
- d) Service Tax, if any, shall be paid at the applicable rate.

2.7 Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another twelve months in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract (Format given in **Annexure 4**) and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/ Intimation.

2.8 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 60 days of notice period.
- b) The District Headquarter Hospital may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:
 - (i) Shall specify the nature of failure, and
 - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- c) The District Headquarter Hospital after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
 - (i) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (District Headquarter Hospital) have subsequently approved in writing.
 - (ii) If the service provider becomes insolvent or bankrupt.

 7 21

- (iii) If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or
- (iv) If, in the judgment of the Management of District Headquarter Hospital, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

2.9 Detail of Office Premises

- a) Total indoor floor area including office rooms, common area, conference hall, reception/waiting area, store, restroom, toilet, security room, etc. is 15,000 sq.ft (approximately).
- b) Interested bidders may visit the hospital premises to assess the outdoor workload including internal road, lawn, parking area, rest shed, etc., on any working day before the last date of proposal submission.

3. Instructions to Bidders


3.1 Submission of the Proposal

- a) The proposal shall be submitted in a sealed envelope with clear inscription as "PROPOSAL FOR OUTSOURCING OF SECURITY SERVICE AGENCY, RFP REFERENCE NO....." on top of it before due date and time.
- b) The Proposal shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Proposal and "Cover-B" shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO....." on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.

3.2 Contents of the Proposal

- a) The technical proposal in addition to proof of eligibility shall contain:
 - 1. All the information, documents and clarifications as required under **Annexure 1 & ToR.**
 - 2. EMD (in form of DD/FDR) and RFP Document Cost (in form of DD).





3. Copy of the RFP Document signed on every page by the duly authorized Signatory.
 4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to RKS, DHH,-----for this Tender.
- b) The Financial Proposal shall be submitted in the format given in **Annexure 2**.

3.3 Evaluation and Selection

- a) The proposal shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- b) Those applicants who shall qualify in the technical evaluation shall be eligible for participation in Financial Proposal Opening.
- c) The qualifying score in technical evaluation for the financial opening is 30 out of total score of 50. Format for evaluation is given in **Annexure 3**.
- d) For financial evaluation, Price excluding Tax shall be taken into consideration.
- e) Financial Bids shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below –

<Full address of the Institution inviting the bid>

Date of Opening of Financial Bids shall be communicated to the technically qualified bidders.

3.4 Award of Contract

- a) Contract shall be awarded to the Firm whose proposal will be determined to be substantially responsive and who has offered the lowest evaluated bid price.
- b) In case two or more technically qualified Firms quote the same lowest price, the Firm with the higher mark in the technical bid shall be awarded the contract.
- c) In case two or more technically qualified Firms having same technical scores quote the same lowest price, the Firm having the highest average turnover in last 3 Financial Years i.e. 2012-13, 2013-14 & 2014-15 among the lowest bidders shall be awarded the contract.
- d) Any effort by a Firm to influence the employer in its decision on bid evaluation or placement of Work Order may result in rejection of the Firm's offer.

- e) Any legal dispute arising out of this is subject to _____ jurisdiction only.

4. SPECIAL CONDITIONS OF CONTRACT:

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) District Headquarter Hospital, _____ may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management of District Headquarter Hospital, _____ found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of District Headquarter Hospital, _____ due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) The Management shall provide suitable space to the Agency for storage of uniforms, badges, consumables, etc. required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the District Headquarter Hospital, _____ shall not be liable for any payment on account of compensation.

- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to District Headquarter Hospital, _____ or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to District Headquarter Hospital, _____ with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to District Headquarter Hospital, _____, as and when sought for.
- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and District Headquarter Hospital, _____ shall provide TDS certificate to the Agency.
- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, PF, etc. District Headquarter Hospital, _____ shall have no liability in this regard. Any revisions or amendments made to these laws/Acts by the State/Central Government will be automatically applicable for compliance by the Principal Employer and the Service Provider without any separate sanction for the same.
- n) The District Headquarter Hospital, _____ shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise.
- o) And in no circumstances, the District Headquarter Hospital, _____ shall be made a party to it in case of any dispute arising out of such non-compliance.
- p) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the District Headquarter Hospital, _____ proportionate to the extent of default/non-compliance.
- q) District Headquarter Hospital, _____ shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.

- r) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of District Headquarter Hospital,_____ during the currency or after expiry of the Contract.
- s) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in District Headquarter Hospital,_____.
- t) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- u) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of District Headquarter Hospital,_____.
- v) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

5. Penalty Clauses

1. In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Employer reserves the right to impose the penalty as detailed below:

- a. 2% of cost of order/agreement per week, up to 2 weeks delay.
- b. After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the contractor.

c. The security deposited by the contractor shall be forfeited.

2) For any breach of contract, CDMO or duly constituted committee by CDMO shall be entitled to impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.

3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

a) If the personnel working are not found in proper uniform and not carrying their photo identity card.

b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.

c) If the behavior of personnel (s) found is discourteous to anyone in the hospital including staff or patients.

d) If any person is found performing duty by submitting a fake name and address.

e) If any person is found on duty other than those mentioned in the approved list provided by the Agency to the DHH authorities.

f) In the case of any loss/theft of Institute's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments..

g) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.

4) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Collector and his decision will be the final decision and both the party will be abide by it.

ANNEXURE 1: Profile of the Applicant**(To be furnished along with the Technical Proposal Cover "A")**

Sl. No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation/ Registration (Certificate of Incorporation/ Registration to be enclosed)	(NGO/Partnership Firm/Company/Others) Date.....
3.	Name, designation, contact no. and address of the Contact Person/Local Representative	
4.	Financial position and operational results for last three financial years (2012-13, 2013-14 & 2014-15)	Audited Statements of Accounts to be attached (Self attested photo copies)
5.	Number of field level staff engaged at the client locations to render security service (Refer Eligibility Clause 2.1 d)	1. Supervisory Staff (Field) 2. Service & Support Staff To be supported by latest PF/ESI/TDS return filed with the respective Authorities.
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt./ Semi-Govt./Public Sector and Private Sector Clients.</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/Ongoing)

7.	Registration/empanelment details with different authorities	(i) Authority (s): (ii) Date of Registration	
8.	Plan for execution	(i) Manpower Planning (ii) Monitoring (iii) Quality Assurance	
9.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)		

Note:

- (i) Information to be furnished in separate sheet wherever necessary.
- (ii) In case of documents, they shall be self attested photocopies.

Date:

Place:



Authorized Signatory




ANNEXURE 2: FINANCIAL PROPOSAL

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	No.	Rate per Month (Rs.)	Monthly Cost (Rs.)	Annual Cost (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
A1.	Manpower Cost				
1.	Security Guard				
2.	Security Supervisor				
	Sub-Total of A1 (1+2)				
A2.	Other Costs, if any (Pl. specify)				
1.					
2.					
	Sub-Total of A2 (1+2)				
	Total of A (A1+A2)				
B.	OVERHEAD/ PROFIT MARGIN				
	Overhead as % of Cost on A or other, if any				
	Total of B				
C.	PRICE EXCLUDING TAX (A+B)				
D.	TAX				
1.	Service Tax (Rate-____%)				
2.	Other Taxes, if any (Pl. Specify)				
E.	PRICE INCLUDING TAX (C+D)				

Total Price Excluding Tax: Rs.....(in words)

Note:

- Pl. mention the % of Service Tax as applicable and on which charges, it is applicable.
Also, the details of Other Taxes, if any, are to be mentioned.
- If there is a discrepancy between the unit price and the line item total that is

obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected.

3. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
4. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case, the amount in figures shall prevail subject to (2) and (3) above.
5. If the Firm that submitted the lowest evaluated Proposal does not accept the correction of errors, its Proposal shall be rejected.

Date:

Place:

Authorized Signatory

ANNEXURE 3: Standard Format for Evaluation of Technical Proposal

Name & Address of the Bidder: -				
(For official use only)				
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1.	Constitution of the Applicant: a) Registered Company: 5 Marks b) Society/Partnership Firm/Others: 3 Marks	5		
2.	Years of Business Experience: a) Between 3 to 5 years: 5 Marks b) Above 5 years: 7 Marks c) Above 7 years: 10 Marks (To be calculated from date of incorporation /registration).	10		

3.	No. of field staff employed: a) Between 1.5 to 2 times : 5 Marks b) Above 2 times.: 7 Marks c) Above 3 times.: 10 Marks [Employed not less than ----- field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the clients' locations (either single location or multiple locations) for rendering laundry services (non-administrative)]. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)	10		
4.	Market Presence/Clientele (Provided laundry services to Govt./ Semi-Govt./ Public Sector Clients): a) 1 to 2 nos.: 2 Marks b) 3 to 5 nos.: 4 Marks c) More than 5 nos.: 5 Marks Provided similar services (Housekeeping Services in Health Facilities) during the last 3 F.Y.s (Self-Attested copies of Agreements/ Work Orders are to be furnished along with the technical proposal).	5		
5.	Past Work Done (last three years i.e.	10		

	2012-13 to 2014-15): a) Above Rs. (equal to the estimated cost): 4 marks b) Above Rs. (2 times of the estimated cost): 7 marks c) Above Rs. (3 times of the estimated cost): 10 marks			
6.	Average Annual Turnover (last three years i.e. 2012-13 to 2014-15): a) Above Rs. (equal to the estimated cost): 4 Marks b) Above Rs. (2 times of the estimated cost): 7 Marks d) Above Rs. (3 times of the estimated cost): 10 Marks	10		
Total		50		

ANNEXURE 4: FORMAT FOR AGREEMENT

AGREEMENT

1. An agreement made this.....day of 2015 BETWEEN RKS (Member Secretary), District Headquarter Hospital, _____ (hereinafter called "**1st Party**") of the one part AND <insertnameandaddressoftheserviceprovider> (hereinafter called "**2nd Party**", which expression shall, where the context so admits, be deemed to include his heirs/ successors/ executors/ administrators) of the other part.
2. Whereas the 2nd Party has been selected by RKS, District Headquarter Hospital, _____ through an open tender issued vide Reference No.....dated, and accordingly the letter of award was issued vide No.....dated..... inviting to execute the contract.

3. And whereas the 2nd Party agreed to provide security service premises of District Headquarter Hospital, _____ a RFP document.

4. And whereas the 2nd Party has deposited the performance s adjusting the EMD amount submitted earlier along with vide.....

NOW THESE PRESENT WITNESSES AS FOLLOWS:

5. The following documents shall be deemed to form and be read and constructed as integral part of this Agreement, viz.:

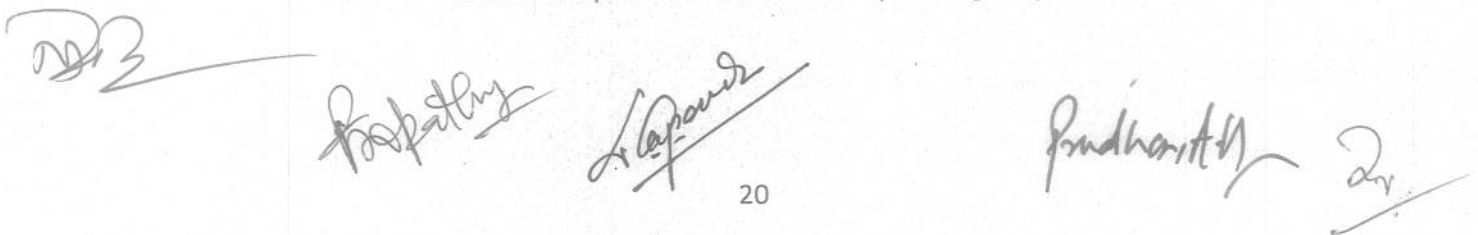
- a) RFP Terms of Reference;
- b) Submissions and Declaration as part of the Proposal submitted;
- c) Notification of Award issued by the Authority.
- d) Special Conditions of Contract

6. In consideration of the payments of Rs.....(in words.....) per month to be made by the 1st Party to the 2nd Party, the 2nd Party hereby covenants with the 1st Party (RKS, District Headquarter Hospital, _____) to provide the agreed Services in all respects as per the provisions of this Contract.

7. The 1st Party hereby covenants to pay the 2nd Party in consideration of the provision of the agreed security services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed in the Contract.

8. The description of the services to be rendered by the 2nd Party under this contract and their prices as offered by the 2nd Party and accepted by the 1st Party are as under:

<Insert the price bid submitted by the Agency>



PRICE

- 9.1 The price shall be **firm and fixed** during the contract period. Service tax shall be paid on the monthly fees/charges at the rate as applicable.

10. PAYMENT

- 10.1 The payment shall be made to the 2nd Party on monthly basis.
- 10.2 While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month.
- 10.3 In case of any deficiency in performance or non-supply of agreed manpower, deduction shall be made proportionately from the monthly fees.
- 10.4 The 2nd Party shall submit the monthly bill within 1st week of the following month.

For and on behalf of the Agency

For and on behalf of RKS, District
Headquarter Hospital

Authorised Signatory

<Authorized Signatory>

<Name and Address of the Agency>

Date:

Date:

1. Witness

1. Witness

2. Witness

2. Witness

