

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI-110029.**

NAME OF WORK:

*Mechanized and Automated Cleaning of PC & Teaching Block,
B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block
at AIIMS- Ground Floor to 5th Floor.*

PART-I

TENDER DOCUMENT- TECHNICAL BID

Certified that Part-I (Technical Bid) Contain pages 1 to 11 only

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

**PART-I
TENDER DOCUMENT-TECHNICAL BID**

Name of Work: *Mechanized and Automated Cleaning of PC & Teaching Block, B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS-Ground Floor to 5th Floor.*

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Certified that this tender document, Technical Bid contains Pages 1 to 11 only

**EXECUTIVE ENGINEER (P)
ENGINEERING SERVICES DEPARTMENT, AIIMS**

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ENGINEERING SERVICES DEPARTMENT
ANSARI NAGAR, NEW DELHI-110029.**

NOTICE INVITING TENDER

The Executive Engineer (P), AIIMS, New Delhi on behalf of Director, AIIMS invites sealed Open Tender in TWO BIDS (TECHNICAL & FINANCIAL) SYSTEM in prescribed tender forms from Specialized Firms/Reputed contractors with adequate experience and financial capability who fulfill the prescribed eligibility & experience criteria for the under mentioned work.

S. NO.	NAME OF WORK / DESCRIPTION OF ITEM	ESTIMATED COST	EARNEST MONEY
1	<i>Mechanized and Automated Cleaning of PC & Teaching Block, B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS- Ground Floor to 5th Floor.</i>	Rs.1,38,78,372/-	Rs.2,78,000.00
2	Cost of Tender Form (Non- Refundable)	Rs. 1000.00	
	TYPE OF TENDER	Two Bid System (Technical and Financial)	
3	Contract period	12 Months	
4	Last date and time for submission of application for issue of tender document	11.07.2014 (upto 12.00 Noon)	
5.	Date & time for issue of tender documents to applicants	14.07.2014 (4.00 PM)	
6	Date and time of Pre-bid meeting	21.07.2014 (11.00 AM)	
7	Last date and time of submission of tender	28.07.2014 (upto 3.00 PM)	
8	Date and time of Opening of Technical Bid	28.07.2014 (at 3.30 PM)	
	BID VALIDITY	6 months from the date of Opening of Technical bids	
	E.M.D.VALIDITY	6 months from the date of opening of bid	
	PERFORMANCE GUARANTEE	10% of Tendered amount	
	CONTRACT DURATION	12 months	
	NUMBER OF DAYS FROM THE DATE OF ISSUE OF LETTER OF ACCEPTANCE FOR RECKONING DATE OF START	30 days	

Special Note: Date of opening of Financial Bid to be intimated to the bidders later.

Note:

- The details of tender terms & conditions are mentioned in Tender Form. Application for obtaining the Tender Form should be submitted to the Office of Executive Engineer-P, Engineering Services Department, AIIMS, New Delhi along with a Tender fees of Rs. 1000/- in the form of Bank Draft/Bankers Cheque drawn in favour of Director, AIIMS.
- The Engineer in-charge, AIIMS reserves the right to reject any or all tenders without assigning any reasons whatsoever.
- For detailed notice & Eligibility Criteria the Web sites www.aiims.ac.in Or www.aiims.edu.in may be seen.
- Contractors should take due care to submit tenders in accordance with the requirement in sealed covers.

**EXECUTIVE ENGINEER (P)
CIVIL DIVISION**

Detailed Tender Notice

1. **Notice Inviting Tenders** : Sealed Tenders invited by and on behalf of Director, AIIMS from eligible Tenderers for the proposed work in the format prescribed in tender document.
2. **Issue of Tender**
 - 2.1 The blank Tender Documents will be available during the period indicated in the Tender Notice, during office hours from the Office of Executive Engineer-P, 2nd Floor, Administrative Block., Room No.205, Engineering Services Department on payment of cost of Tender form indicated in the Tender Notice by way of a demand draft drawn in favour of Director, AIIMS. Tender form can also be downloaded from the AIIMS website www.aiims.ac.in, or www.aiims.edu.
 - 2.2 **In case the tender document is downloaded from the website:**

The bidders may download the tender documents directly from the website available at www.aiims.ac.in or www.aiims.edu. In such case, the bidders are required to submit the tender cost fee of Rs.1000.00 (non-refundable) by way of separate Demand Draft in favour of Director, AIIMS and the same should essentially be enclosed along with the techno-commercial bid. The bidders should specifically superscribe "downloaded from the website" on the top left corner of the outer envelope containing the techno-commercial bid & price bid separately, in no case, the tender cost fee should be mixed with EMD amount. The tenders not following the above procedure will be summarily rejected.
 - 2.3 Each & every page of the tender document (TECHNICAL BID+PRICE BID) should be serially numbered and duly signed by the bidder.
 - 2.4 The documents comprising the bid shall be typed or written in indelible ink and all pages of bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder.
 - 2.5 The bidder shall furnish an index of documents enclosed with the bid and shall check the pages of all documents against page number given in the index and, in the event of discovery of any discrepancy or missing pages, the bidder shall inform the Executive Engineer (P), ESD, AIIMS, New Delhi before submitting his/her tender. The documents as per eligibility criteria should be enclosed in the chronological order.
 - 2.6 Tender may also be rejected, if it is not submitted by the prescribed date/time for submission and any of the listed documents is either not attached or attached but found improper/not signed or not attested.
 - 2.7 The Tender Document is not transferable. Only the Tenderer who has purchased the tender form shall be entitled to bid in the Tender.
3. **Language of Tender / Contract** : The language of the Tender shall be in English and all correspondence shall conform to English language.
4. **Clarifications by Tenderer** : Intending Tenderer will be allowed to seek clarification on specifications, Conditions of Contract, etc. in writing to AIIMS, within 48 hours after the pre-bid meeting. AIIMS will communicate such clarifications to all the intending Tenderers who have purchased the Tender Document from the AIIMS, in writing before submission of tender via postal service. AIIMS will not be responsible for any postal delay. The decision given by Engineer-in-Charge regarding any clarification will be final.
5. **Validity of Tenderers**: The tenders will be valid for a period of **6 months from the date of its opening of technical bid** and may further be extended if the tenderer is ready to extend the same on the same rates as mentioned in his bid.

6. **Earnest Money:** The Tenderer shall deposit the amount indicated in the Tender Notice as Earnest Money Deposit (EMD) in the form of demand draft /pay order/FDR /Bank Guarantee (as per format enclosed) in favour of -Director, AIIMS. The Earnest money should be valid for a period of 6 month from the date of opening of technical bid. The failure or omission to deposit the Earnest Money shall disqualify the Tender and the AIIMS shall exclude from its consideration such disqualified Tender(s). No interest shall be payable by the AIIMS in respect of such deposited Earnest Money.

If the AIIMS accepts the tender, the Earnest Money shall be appropriated towards Security Deposit payable by the Tenderer in accordance with the Conditions of Contract. Alternatively on payment of the required amount of the Security Deposit and the execution of the Contract Agreement, the Earnest Money shall be returned to the Tenderer.

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

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

8. **Refund of Earnest Money:** The Earnest Money of unsuccessful Tenderers shall be refunded after issue of letter of intent to the successful bidder..
9. **Cost of Tender:** The Tenderer shall bear all costs associated with the preparation and submission of its Tender. The AIIMS shall in no case be responsible or liable for these costs, regardless of the conduct or the out come of the Tendering Process.

10. **Eligible Tenderer**

Only those Tenderer who fulfill the eligibility criteria as mentioned in Tender Document should submit their Tenders for this work. Bidders intending to participate in the said tender should first ensure that they fulfill the eligibility criteria as prescribed under terms and conditions, otherwise, the tender will be summarily rejected and no further correspondence will be entertained in this regard. The documents indicated against each of the eligibility criteria shall be required to be submitted along with the technical bid to establish the eligibility of the Tenderer.

The bidder should have office at Delhi or NCR. The details of the office with address, telephone number, e-mail id and fax number should be provided.

11. **Relationship with Official(s)**

The Tenderer should not be associated presently or in the past with any of the office bearers of AIIMS, either directly or indirectly. If any information so furnished shall be found to be untrue or false, the Tenderer shall be liable to be disqualified and the Earnest Money accompanying such Tender shall stand forfeited to the AIIMS. If the Information so furnished shall be found to be untrue or false during the currency of the contract, the Tenderer shall be held to be in default and the Contract if any awarded to it shall be liable to be terminated with its consequences.

12. **Inspection of Site and Sufficiency of Tender: -**

The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the Work/Service. The Tenderer shall be deemed to have satisfied itself before tendering as to correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the Works/Services. Before submitting its Commercial Bid the Tenderer should inspect and examine the site and its surroundings and shall satisfy itself about form and nature of the site, the quantities and nature of the Work/Service and materials necessary for the completion of the Works/Services, means of access to the site, the accommodation it may require, and in

general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

13. Place of Submission of Tender : Office of Executive Engineer (P), Room No. 205, 2nd floor, Administrative Block, All India Institute of Medical Sciences.

14. Last Date for Submission

14.1 Sealed Tenders shall be received at the address specified above not later than the time and date specified in the Tender Notice. In the event that the specified date for the submission of Tender is declared a holiday, the offers will be received up to the appointed time on the next working day.

14.2 The AIIMS may, at its discretion, extend this deadline for submission of Tenders by amending the Tender Documents, in which case all rights and obligations of the AIIMS and Tenderer will thereafter be subject to the deadline as extended.

14.3 Any Tender received by the AIIMS after the deadline for submission of Tender prescribed by the AIIMS, pursuant to the clause above, will be rejected and /or returned unopened to the Tenderer.

15. Modifications and Withdrawal of Offers

The Tenderer may modify or withdraw its Tender after its submission, provided that a written notice of modification or withdrawal is received by the AIIMS prior to the closing date and time prescribed for submission of Tender. No Tender can be modified by the Tenderer, subsequent to the closing date and time for submission of Tender.

16. Rates

Rate should be quoted inclusive of all State/Central/Local Government taxes, Labour Cess, duties and other expenses except the service tax which should be mentioned separately in percentage, as applicable on date, to carry out the scope of work as mentioned above.

17 METHOD OF APPLICATION:

- 17.1 If the bidder is an individual, the application shall be signed by him above his full type written name and current address.
- 17.2 If the bidder is a proprietary firm, the application shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- 17.3 If the bidder is a firm in partnership, the application shall be signed by all the partners of the firm above their full typewritten names and current addresses, or alternatively, by a partner holding power of attorney for the firm. In the later case a certified copy of the partnership deed and current address of all the partners of the firm should accompany the application.
- 17.4 If the bidder is limited company or a corporation, the application shall be signed by a duly authorized person holding power of attorney for signing the application accompanied by a copy of the power of attorney. The bidder should also furnish a copy of the Memorandum of Articles of Association duly attested by a Public Notary.

MANNER OF SUBMISSION OF TENDER (Two Bid system)

Tenders should be submitted in TWO SEPARATE ENVELOPES. The two envelopes shall contain the following:

Envelope No.1 (Super-scribed as Technical Bid):

(Tenderer should submit required documents in the technical bid envelope as per the chronological order as asked in the Eligibility Criteria).

All the documents should be page numbered and an index giving the details of documents submitted with their page number should also be submitted.

1. Tender Fee (*in case tender documents downloaded from website*)
2. EMD
3. Complete Technical Bid document (Part-I) duly signed by bidder on every page (Page-1-11)
3. All required annexures/documents asked in the tender document.

Envelope No.2 (Super-scribed as Financial Bid):

This envelope shall contain the Financial Bid (Page 1 to 32) including FORM- öAö and öBö. The Price bid should be filled in the Original Schedule by the bidder which should be typed or written in indelible ink in figures and words at appropriate place.

The envelope 1 & 2 duly sealed are to be placed in another sealed envelope superscribing the name of work.

18. FINAL DECISION MAKING AUTHORITY: The employer reserves the right to accept or reject any bid and to annual the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders.

19 PARTICULARS PROVISIONAL: The particulars of the work given in tender document. They are liable to change and must be considered only as advance information to assist the bidder.

20 BID OPENING & EVALUATION:-

- 20.1 The authorized representatives of the Department will open the Prequalification/ Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.
- 20.2 The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.
- 20.3 Conditional bids will also be summarily rejected.
- 20.4 Subsequently, the selected technical bids will be evaluated as per the methodology given below.
- 20.5 Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

21. ELIGIBILITY AND EXPERIENCE CRITERIA

Post qualification shall be done in the present bid. The tenders can be purchased by any individual/firm. However, only those bidders who meet the eligibility/experience criterion shall be considered for evaluation of bid. Tenderer shall submit documentary proof (In Technical Bid Envelope) of eligibility criteria. The eligibility/experience criteria shall be as below.

A tenderer should have satisfactorily completed similar nature of work which should not be less than one year duration.

OR

Should have been successfully executing similar nature of work for a period of not less than one year with due extension till the date of issue of experience/performance certificate.

The value of work done should be as under:

The tenderer should have satisfactorily completed either three similar works each costing not less than **Rs.57.00 lac** in last five years ending 31.03.2014.

OR

Two similar works each costing not less than **Rs..85.00 lac** in last five years ending 31.03.2014.

OR

One similar work each costing not less than **Rs.113.00 lac** in last 5 years ending 31.03.2014.

*Tenderes have to produce supporting documents/certificates in the form of **Completion certificates** from the clients and work orders for the subject work.*

***Note:** Tenderer should submit a copy of **TDS Certificate** along with the Completion Certificate for the work done in Private/Non-Govt. Organization.*

Similar work shall mean “Mechanized” Cleaning in (i) 200 or more bedded Hospitals / (ii) Any Govt. Organization / (iii) International Airports under central government/ autonomous body/reputed private organization, which shall include Mechanized & Automated cleaning of buildings. The value of executed works shall be brought to current costing level by enhancing the actual value of work done at simple rate of 7% per annum, calculated actual date of completion to last date of receipt of applications for tenders.

Note: Proof of successful execution in form of Performance/Completion Certificate issued by the client along with certified copies of the ward of work and Agreement of the respective work should be submitted. AIIMS reserves the right to verify the performance of the bidder from these users by site visit or any other method and if it is observed that the services of the bidder with any of the other users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.

- 21.1 The average annual turnover of the bidder in the last three financial years ending 31.3.2014 should be not less than **Rs.5.00 crore**. The bidder should submit a certificate issued by Chartered Accountant verifying the annual turnover of last three financial years.
- 21.2 Should possess Machines to be used in mechanized sweeping/cleaning (as specified in Form-H of tender document) and submit the list of owned machine & equipment indicating the value of each item alongwith supporting bill vouchers showing ownership of machines.
- 21.3 Should not have incurred loss during the past three years ending 31st March, 2014. The bidder should submit a certificate issued by Chartered Accountant verifying the same..
- 21.4 No Joint Venture/ Consortium is allowed to participate in the Tender Process. Affidavit to be submitted as per Pt.21.11
- 21.5 Should produce Solvency Certificate from a bank for an amount not less than **Rs.60.00 lac** *.
* **Note.** The Banker should be any of the Scheduled Bank as per RBI Act.
- 21.6 Should not have been blacklisted by any Central/State/Govt agency. Affidavit to be submitted as per Pt.21.11.

- 21.7 Tenderer should enclose Certified Copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached)..
- 21.8 Tenderer should submit Certified Copy of License from Labour Commissioner to Employ Contract labour under Contract Labour Act,
- 21.9 Tenderer should submit Certified Copy PAN Card of the Party/ Agency/ Organization. Also latest copy of Income tax return to be submitted.
- 21.10 Tenderer should submit Certified Copy of Service Tax Registration. Copies of the latest Service Tax Return also to be submitted.
- 21.11 The tenderer shall have to furnish an **affidavit** on non-judicial stamp paper of Rs.100/- value as under:-
- i) I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis.
 - ii) I/We are not associated presently or was/were associated in the past with any of the office bearers of AIIMS either directly or indirectly.
 - iii) No joint venture / consortium is involved in our bid.
 - iv) I/We have never been blacklisted or debarred by any Central/State/Govt. Agency /Private Institution and there is no vigilance/CBI case pending against us.
 - v) Further that, if such a violation comes to the notice of department, or any information or document furnished shall be found to be untrue or false on any stage then I/we shall be liable to be disqualified and the Earnest Money accompanying the tender shall be forfeited to the AIIMS. Then I/we shall be debarred for tendering in AIIMS contracts in future. Also, if such a violation comes to the notice of Institute after award of work to us, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit and Performance Guarantee.
- 21.12 Information as per Form-A to H.
- 21.13 Tender should be accompanied with Tender Fee (if tender document downloaded from website) and the Earnest Money as prescribed in the tender document.

22. TECHNICAL PRESENTATION:

The bidder will also have to make a detailed presentation as part of technical evaluation regarding the execution of work, with emphasis on the personnel to be deployed, their distribution, equipment and its utilization, consumables and chemicals to be used, training programs, Standard operating procedures and reporting mechanisms to assess quality of work. Failure to satisfy the Institute authorities and inability to submit a detailed plan of action regarding the execution of work will lead to rejection of the firm. Bidder has to submit an undertaking, to this effect, that they will make presentation as & when requisitioned during technical evaluation of bids.

23. **TENDER EVALUATION PROCESS:** The bidder should fulfill all the eligible criteria for qualification. Only such bidders who fulfill these criteria will be technically shortlisted for opening of the price bids.

24. OPENING OF PRICE BID

After evaluation of applications, a list of short listed agencies will be prepared. All applicants who qualify based on Technical Bid shall be informed to attend the price bid opening on prescribed date and time. Thereafter the financial bids of only the qualified and technically acceptable bidders shall be opened at the notified time, date and place in the presence of the qualified bidders or their representatives.

25. AWARD CRITERIA

- 25.1 The employer reserves the right, without being liable for any damages or obligation to inform the bidder, to:
- (a) Amend the scope and value of contract to the bidder.
 - (b) Reject any or all the applications without assigning any reason.
- 25.2 Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

FORM 'A'

FINANCIAL INFORMATION

I. Financial Analysis- Details to be furnished duly supported by a certificate by the Chartered Accountant per returns by the applicant to the Income Tax Department.

YEARS

2011-12	2012-13	2013-14
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- (i) Gross Annual turn over on Mechanized & Automated Cleaning : Rs. _____
- (ii) Profit/Lost : Rs. _____

Signature of Chartered Accountant with Seal

Signature of Bidder(s)

FORM "B"

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s. Shí .. having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rsí í í í í í í í í (Rupeesí ..)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)
For the Bank

NOTE (1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.
(2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

FORM 'C'

DETAILS OF ALL WORKS OF SIMILAR CLASS COMPLETED DURING THE LAST THREE YEARS

S. No.	Name of work/Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion (with extension)	Litigation/arbitration cases pending/ in progress with details*	Name and address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

*Indicate gross amount claimed and amount awarded by the Arbitrator.

Signature of Bidder(s)

FORM 'D'

LIST OF PROJECTS UNDER EXECUTION OR AWARDED

S.No.	Name of work/Project and location	Owner of sponsoring organization	Cost of work in crores of rupees	Date of commencement as per contract	Stipulated date of completion	Actual date of completion (with extension)	Litigation/arbitration cases pending/ in progress with details*	Name and address/telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

Certified that the above list of work is complete and no work has been left out and that the information given is correct to my knowledge and belief.

Signature of Bidder(s)

FORM 'E'

PERFORMANCE REPORT OF WORKS REFERRED TO INFORMS "C" & "D"

1. Name of work/project & location
2. Agreement No.
3. Estimate cost
4. Tendered cost
5. Date of start
6. Date of completion
 - (i) Stipulated date of completion
 - (ii) Actual date of completion (with extension)
7. Amount of compensation levied for delayed completion, if any
8. Amount of reduced rate items, if any
9. Performance Report
 - (i) Quality of work Very Good / Good / Fair / Poor
 - (ii) Financial soundness Very Good / Good/ Fair / Poor
 - (iii) Technical Proficiency Very Good / Good / Fair / Poor
 - (iv) Resourcefulness Very Good / Good/ Fair / Poor
 - (v) General Behaviour Very Good / Good/ Fair / Poor

Dated:

Executive Engineer or Equivalent

FORM "F"

STRUCTURE & ORGANISATION

1. Name of address of the bidder
2. Telephone no./Telex no./Fax no.
3. Legal status of the bidder (attach copies of original document defining the legal status)
 - (a) An individual
 - (b) A proprietary firm
 - (c) A firm in partnership
 - (d) A limited company or Corporation
4. Particulars of registration with various Government Bodies (attach attested photocopy)

Organisation/Place of registration

Registration No.

- 1.
- 2.
- 3.
- 4.
5. Name and titles of Directors & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act for the organization
7. Was the bidder ever required to suspend mechanized sweeping/cleaning for a period of more than six months continuously after the commenced the work? If so, give the name of the project and reasons of suspension of work.
8. Has the bidder, or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.
9. Has the bidder, or any constituent partner in case of partnership firm, ever been debarred/black listed for tendering in any organization at any time? If so, give details
10. Has the bidder, or any constituent partner in case of partnership firm, ever been convicted by the court of law? If so, give details.
11. In which field of mechanized sweeping/cleaning/housekeeping the bidder has specialization and interest?
12. Any other information considered necessary but not included above.

Signature of Bidder(s)

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI-110029.**

NAME OF WORK:

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PART-II

TENDER DOCUMENT- FINANCIAL BID

Certified that Part-II (Financial Bid) Contain pages 1 to 33 only

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Certified that this tender document, Financial Bid contains Pages 1 to 33 only excluding this page.

EXECUTIVE ENGINEER (P)
ENGINEERING SERVICES DEPARTMENT AIIMS

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

PART-II
(FINANCIAL BID)

To _____
M/S _____

Sub: Tender for Mechanized Sweeping/Cleaning Services.

INVITATION TO BID

Sealed Tenders are invited for “**Mechanized and Automated Cleaning of PC & Teaching Block, B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS- Ground Floor to 5th Floor**” in the prescribed format as per the tender document.

The details are given below:

S.NO.	NAME OF WORK / DESCRIPTION OF ITEM	ESTIMATED COST	EARNEST MONEY
1	<i>Mechanized and Automated Cleaning of PC & Teaching Block, B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS- Ground Floor to 5th Floor</i>	Rs.1,38,78,372/-	Rs.2,78,000/-
2	TYPE OF TENDER	Two Bid System (Technical and Financial)	
3	LAST DATE AND TIME FOR RECEIPT OF APPLICATION FOR ISSUE OF TENDER DOCUMENT	11.07.2014 (upto 12.00 Noon)	
4	DATE AND TIME FOR ISSUE OF TENDER DOCUMENTS TO APPLICANTS	14.07.2014 (4.00 PM)	
5	DATE OF PREBID MEETING FOR CLARIFICATION BY SERVICE PROVIDERS	21.07.2014 (11.00 AM)	
6	LAST DATE & TIME OF SUBMISSION OF TENDER	28.07.2014 (upto 3.00 PM)	
7	DATE AND TIME OF OPENING OF TECHNICAL BIDS	28.07.2014 (at 3.30 PM)	
8	BID VALIDITY	6 months from the date of Opening of Technical Bid	
9	EARNEST MONEY DEPOSIT VALIDITY	6 months from the date of Opening of Technical Bid	
10	PERFORMANCE GUARANTEE	10% of Tendered amount	
11	Contract Duration	12 months	
12	NUMBER OF DAYS FROM THE DATE OF ISSUE OF LETTER OF ACCEPTANCE FOR RECKONING DATE OF START	30 days	

Note:

1. Service Providers should take due care to submit tenders in accordance with the requirement in sealed covers.
2. Offers sent without having the prescribed tender document or without complying with the terms and conditions of Tender document, will be ignored/rejected.

EXECUTIVE ENGINEER (P)
ENGINEERING SERVICES DEPARTMENT
AIIMS

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ENGINEERING SERVICES DEPARTMENT
ANSARI NAGAR, NEW DELHI-110029.**

Tender for the work of **“Mechanized and Automated Cleaning of PC & Teaching Block, B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS-Ground Floor to 5th Floor”**

To be submitted by 3.00 PM on _____

(i) To be opened in presence of tenderers who may be present at 3.30 PM on _____ in the office of

Issued to: _____

(Service Provider)

Signature of Officer issuing the documents _____

Designation _____

Date of Issue: _____

TENDER

I/We have read and examined the Notice Inviting Tender, Specifications applicable, General Rules and Directions, Conditions of Contract, Clauses of Contract, Special Conditions and other documents and Rules referred in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for the work specified for the Director, AIIMS, within time specified in the tender document, Schedule of quantities and in accordance in all respects with the specifications, and instructions of the Conditions of contract and with such materials as are provided for, by and in respects in accordance with, such conditions so far as applicable.

We agree to keep the tender open for 120 days from the due date of its opening and not to make any modifications in its terms and conditions.

A sum or Rs _____ has been deposited in form of Fixed Deposit Receipt of Schedule Bank/Demand Draft/Pay Order/Bank Guarantee of a Schedule Bank as Earnest Money. If I/We fail to furnish the prescribed Performance Guarantee within prescribed period, I/We agree that the Director, AIIMS or his successor in office shall without prejudice to any other right or remedy available in law, be at liberty for forfeit the said Earnest Money and Performance Guarantee absolutely, otherwise the said Earnest Money shall be retained by him towards Security Deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered. Further I/We agree that in case of forfeiture of Earnest Money or both earnest Money & Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

I/We hereby declare that I/We shall treat the tender documents, and other records connected with the work as secret/confidential documents and shall not communicate information/derived therefore to any person other than a person to whom I/we am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the Institute.

Dated: _____

Witness:

Signature of Service Provider

Address:

Postal Address

Occupation

ACCEPTANCE

The above tender (as modified by you as provided in the letters mentioned hereunder) is accepted by me for and on behalf of the Director, AIIMS for a Sum of Rs.

_____ (Rupees _____)

The letters referred to below shall form part of this contract Agreement:-

- (i)
- (ii)
- (iii)

For & behalf of Director, AIIMS

Signatures _____

Designation _____

Dated _____

CLAUSES OF CONTRACT

1. EARNEST MONEY:

The Earnest Money Deposit valid for 6 months shall be in the form of Bankers Cheque/draft/fixed deposit receipt drawn in the name of Director, AIIMS, payable at New Delhi. The earnest money shall be refunded to unsuccessful bidders after issue of letter of intent to successful bidder. The earnest money shall be refunded to the successful bidder on deposit of Performance Guarantee.

1.1 PERFORMANCE GUARANTEE

- (i) The Service Provider shall submit an irrevocable Performance Guarantee of 10% (Ten percent) of the contract value amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and/or without prejudice to any other provision in the contract) within the period specified in letter of intent to be issued.. This period can be further extended by the Engineer-in-charge upto a maximum period of 10 days on written request of the Service Provider stating the reason for delays in procuring the Performance Guarantee, to the satisfaction of the Engineer-in-charge. This guarantee shall be in the form of Deposit at Call receipt of any scheduled Bank/banker's Cheque/Demand Draft/Bank Guarantee of any scheduled bank in accordance with the form annexed hereto. In case a fixed deposit receipt of any Bank is furnished by the Service Provider to the Government as part of the Performance guarantee and the Bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the Service Provider and the Service Provider shall forthwith on demand furnish additional security to the Government to make good the deficit.
- (ii) The Performance Guarantee shall be initially valid upto the stipulated date of completion plus 6 months beyond that. In case the time for completion of work gets enlarged, the Service Provider shall get the validity of Performance Guarantee extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the Competent Authority, the Performance guarantee shall be returned to the Service Provider, without any interest.
- (iii) The Engineer-in-charge shall not make a claim under the Performance Guarantee except for amount to which the Director, AIIMS is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:

 - (a) Failure by the Service Provider to extend the validity of the Performance Guarantee as described herein above, in which event the Engineer-in-charge may claim the full amount of the Performance Guarantee.
 - (b) Failure by the Service Provider to pay Director, AIIMS any amount due, either as agreed by the Service Provider or determined under any of the Clauses/Conditions of the agreement, within 30 days of the service of notice to this effect by Engineer-in-Charge.
- (iv) In the event of the contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS.

1.2 FORFEITURE OF PERFORMANCE SECURITY DEPOSIT:

If during the term of this Contract the Service Provider is in default of the due and faithful performance of its obligations under this Contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts due to it, the AIIMS shall, without prejudice to its other rights and remedies hereunder or at the Applicable Law, be entitled to call in, retain and appropriate the Security Deposit. Nothing herein mentioned shall debar the AIIMS from recovering from Service Provider by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Security Deposit.

2. PARTIES TO THE CONTRACT:

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

Contract and hold the signatory and / or the firm liable for all costs and damage for such termination.

3. CONTRACT DOCUMENT.

The several Contract documents forming the Contract shall be taken as mutually explained to one another, but in case of ambiguities or discrepancies the same shall be explained and harmonized by the Competent Authority who shall issue to the Service Provider necessary instruction thereon and in such event unless otherwise provided in the contract.

4. QUALITY OF SERVICES:

All Services to be provided by the Service Provider shall be in conformity with the specifications laid down in the Contract. The services provided under the Contract must be of the highest quality and standard.

5. INSPECTION OF SERVICES:

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

6. PENALTY CLAUSES

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

- a) Inspection for quality assurance can be carried out by Engineer-in-Charge / Sr. Sanitation Officer or any other officers/officials deputed for this purpose.
- b) In case of non execution of work even after 30 days after award of contract, AIIMS reserves the right to cancel the contract forfeit the Performance Guarantee and Earnest Money deposited and the bidder may be debarred/blacklisted for a period of 4 years.
- c) In case of under deployment of manpower as given in Annexure-A under 'List of areas and details of minimum manpower to be deployed' or as agreed upon, a penalty of Rs.2000 per less employee per day for the entire deficit numbers will be imposed.
- d) Equipment uptime should be 100%. If any equipment is not used on any given day either due to breakdown or non availability of manpower a penalty of Rs. 5000 per equipment per day will be imposed.
- e) In case the chemicals, consumables are not of desired quality/brand as per the satisfaction of Institute authorities a penalty of Rs.2000 per instance will be imposed after verification.
- f) In case any written complaint is received from public or from any Officer/staff of the user areas, a penalty of Rs.2000 for each such incident will be imposed.
- g) In case of inspection by an adhoc committee of designated officials; if the cleanliness is found to be unsatisfactory (based on the evaluation criteria i.e KPI), a penalty of Rs.5000 per area per instance will be imposed.
- h) In case it is observed that the centralized complaint reporting and redressal system is not manned or the complaints are not registered or not redressed or the redressal is not certified by the complainant or complaint register is not submitted for inspection to the designated authority whenever asked for, a penalty of Rs.2000 per instance will be imposed after verification.
- i) A penalty of Rs.10000 per adverse report (average and poor will be considered adverse report) based on the fortnightly/monthly feedback report from all the user areas on Turnaround time (TAT) and Key Performance Indicators (KPI) will be imposed.
- j) If the deployed staff is not found wearing proper uniform, a penalty of Rs.1000/- will be imposed per instance.

- k) For any other breach, violation or contravention of any terms and conditions contained herein a penalty of Rs.5000 will be imposed per day.
- l) In case the services remain consistently unsatisfactory for a period of more than 2 weeks, a penalty of 5% of the annual contract value will be imposed.
- m) The amount payable for the preceding month will only be released after certification of satisfactory performance by the Engineer-in-Charge / Sr Sanitation Officer / Sanitation Officer or any other officer/official designated for the purpose and enclosing copy of last month subscription on account of EPF & ESI paid to the concerned department. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security then the service provider will have to deposit the corresponding amount before release of further payments.
- n) In case of any damage/loss/theft of property attributed to the personnel deployed by the service provider the cost of the same will be recovered from the service provider.
- o) The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act 1970, EPF, ESI etc. with regard to the personnel engaged by him for Sanitation works. It will be the responsibility of the bidder to provide certified details of manpower deployed by him on monthly basis in the AIIMS by 7th of the succeeding month. The default shall attract a penalty at the rate of Rs.5,000/- per day.

7. PAYMENTS :

The rates quoted shall be inclusive of all the taxes i.e work contract tax, Sales Tax, Cess, ESI, EPF, Octroi or any other duty or taxes levied by the Central or State Govt. or Local Body. The rates shall be firm and fixed and shall not be subject to any change on any condition of whatsoever nature, except the Price Variation clause, and shall hold well till completion of supply of the Services. Bills for Services supplied under this contract shall be prepared in triplicate by the Service Provider at the end of every month.

The Service Provider is to execute the Sweeping/Cleaning work for different heights & level for which nothing extra shall be paid over and above the quoted rates for different items as per schedule of quantities.

The payment of bills and other claims arising out of the Contract will be made by Account Payee Cheque drawn in the name of the Service Provider or through E.C.S. It may be noted that under the provision of the Indian Income Tax Act, the AIIMS is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted. Water shall be provided by department free of cost. Similarly, under the provisions of the Delhi Sales Tax Act, the AIIMS if may be applicable is required to deduct Turnover Tax at source at the rates prevailing at the time of payment. The Service Provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulation.

Service provider shall make regular disbursement of wages to the staff deployed in the Institute, every month **through ECS**. For said purpose all staff deployed should have a valid bank account.

8. PRICE VARIATIONS:

No escalation of rates quoted will be allowed during the period of the contract **except due to revision of minimum wages**. The Sanitary staff and Supervisors will be considered under the Un-skilled and Skilled category respectively. Rates quoted by the firm will include all statutory obligations of the Service Provider under Minimum Wages Act, Contract Labour (R & A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the Service Provider, all kinds of taxes, service, services charges etc. of the agency. Minimum wages for all purposes of tendering and execution thereof shall be rates as notified by Chief labour commissioner (Central) for Delhi. Revision of rates will be acceptable against submission of order/notification from time to time with authentic proof of having paid the same. Only basic rates difference applicable rates (Central as being followed) shall be payable as escalation, based upon the rates of at Sl. No.1 of the schedule of quantities (Form-A).

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

9. ASSIGNMENT OF CONTRACT, ALTERATION IN FIRM :

Except where otherwise provided by the Contract, the Service Provider shall not subcontract any part of the Contract without the prior consent of the Director.

10. CORRUPT OR FRAUDULENT PRACTICES:

The AIIMS requisite the Service Providers under this tender to observe the highest standards of ethics during the procurement and execution of such Contracts, in pursuance of this policy, the AIIMS defines for the purposes of this provision, the terms set forth as follows:

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

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

11. DISPUTES & ARBITRATION :

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

12. FORCE MAJEURE:

If at any time during the period of the contract, either party is subject to force majeure, which can be termed as natural disasters or, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any, or 21 days, whichever is more, either party may at its option terminate the contract.

13. MODE OF SERVING NOTICE :

Communications between Parties which are referred to in the Contract, are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act.) Subject to as otherwise provide in this Contract all notices to be issued on behalf of the AIIMS and all other actions to be taken on its behalf may be given or taken by the Competent Authority. If sent by registered/speed post to the last known place or abode or business of the Service Provider, it shall be deemed to have been served on the date when in the ordinary course of post these would have been

served on or delivered to it.

14. PUBLICITY :

Any publicity by the Service Provider in which the name of the AIIMS is to be used should be done only with the explicit written permission of the AIIMS.

15. LEGAL JURISDICTION:

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

16. STAMP DUTY :

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

17. Important Points to be noted by the Tenderer

- a) The financial bid shall be inclusive of all taxes, Octroi, Local taxes, etc. to be paid by the Tenderer for the Work/Service and any claim for extra payment on any such account shall not be entertained.
- b) No alterations or additions anywhere in the Tenderer Document are permitted . If any of these are found, the Tender may be summarily rejected. Conditional Tenders will also be rejected.
- c) In case of a firm, each partner or power of attorney holder shall sign the Tender and the signatures shall be attested as witness by a reputed person in the space provided for the purpose. The attested copies of power of attorney of person signing the Tender shall be enclosed with The Tender. The power of attorney shall be signed by all partners. In case of Private limited /public limited companies, the power of attorney shall be supported by Board Resolution and appropriate and adequate evidence in support of the same shall be provided.
- d) All pages and pasted slips should be signed by the Tenderer. Corrections, if any, must be signed.
- e) No page shall be added or removed from the set of Tender Document.

18. Manner of Opening of Tender

The Tender received before the time and date specified in the Tender Notice will be opened as per the specified program in the office as mentioned in the Tender Notice (if possible). The tenders will be opened in the presence of Tenderers or their authorized representatives who choose to remain present.

19. Process to be Confidential

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

20. Preliminary Scrutiny

- a) The AIIMS will scrutinize the Tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the Tenders are generally in order. The AIIMS will also determine the substantial responsiveness of .the Tender. For purpose of these clauses, a substantially responsive Tender is one that confirms to all the terms and conditions of the Tender Documents without material deviations. The AIIMS's determination of an Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.
- b) A Tender determined as not substantially responsive will be rejected by the AIIMS and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. The AIIMS may waive any minor infirmity or irregularity in a Tender which does not constitute a material deviation. This shall be binding on all Tenderers and the AIIMS reserves the right of such waivers.

21. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of Tenders, the AIIMS may, at its discretion, ask some or all Tenderer for technical clarification of their Tender. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the AIIMS, at its

discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarifications must be sent to the AIIMS by means of courier/in person/ if required AIIMS officials may visit the location for which completion certificate enclosed by firm for fulfilling the requisite criteria to cross check.

22. Acceptance of Tender

Acceptance of Tender on behalf of the AIIMS shall be done by the Director or an officer(s) to whom the powers are delegated by the Director. The AIIMS is not bound to accept the lowest or any of the Tender. The AIIMS reserves the right to reject any or all Tenders received without assigning any reason whatsoever.

23. Intimation to Successful Tenderers

The acceptance of Tender may be communicated to the successful Tenderer in writing or otherwise either by the Tender opening authority or any authority in the AIIMS.

24. Execution of Contract Document

The successful Tenderer after furnishing the Initial Security Deposit, is required to execute an Agreement in duplicate in the form attached with the Tender Documents on a stamp paper of proper value. The proper value at present is Rs.100/- The Agreement should be signed within 15 days from the date of acceptance of the Tender. The Contract will be governed by the Contract Agreement, the Conditions of the Contract (CoC) and other documents as specified in the CoC.

It shall be incumbent on the successful Tenderer to pay stamp duty for the Contract Agreement, as applicable on the date of the execution.

25. Licenses

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

26. Rights of the AIIMS

- a) The AIIMS reserves the right to suitably increase/ reduce the scope of work put to this Tender. In case item rate contract, the AIIMS does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative.
- b) In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, interpretation of the Clauses by the AIIMS shall be final and bindings on all Parties.

27. CONTRACT PERIOD

The Contract period shall commence on the date of Commencement and shall remain for one year. The period is further extendable for a maximum period of 2 years on the same terms and conditions based on performance of the service provided.

28. REVIEW AND TERMINATION

It may be noted that quality of Mechanized Cleaning/Sweeping service and operations as per

Annexure-A, other conditions of the tender document are the essence of the Contract. If at any time it is seen that, a result of the poor quality of housekeeping continues for a period of 15 days, the contract may be terminated. AIIMS would periodically inspect the areas allotted to the Service Provider to check sterility & cleanliness.

29. COMMENCEMENT OF SERVICES: Reckoning date of start of work shall be after 30 days of issue of Letter of Intent.

30. HYGIENE STANDARDS FOR THE STAFF

- a) The personnel engaged by the bidder for operation of the proposed work shall wear a distinct dress & identity card issued by the approved firm/Service Provider so that they can be easily identified. They should be presentable in appearance i.e. well cut and groomed hair, properly combed, shaved etc. It will be the responsibility of the service provider to provide the uniform and ensure compliance with this clause.
- b) The service provider shall issue identity cards to its employees in consultation with Sanitation Officer/I/C Sanitation, AIIMS to identify employees of the firm and ensure safety of premises. Staff engaged by the service provider will carry the card which can be checked randomly and for non adherence of the same will invite a penalty of Rs.200/- on each occasion.
- c) Service Provider/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.
- d) The service provide shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards and provide \personal \protective Equipment (PPE) and immunization.

31 SERVICE PROVIDERS RESPONSIBILITIES

- a Material cost & outgoing: The cost of all accommodation, material for sweeping/cleaning, labour wages, setting up the said infrastructure, recruitment of staff, maintenance of equipment, and any other expenses including fuels, any taxes, local or otherwise required by the Service Provider for the purpose of this contract shall be borne by the Service Provider.
- b The Service Provider shall employ skilled, semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Service Provider's obligations under the Contract and to the satisfaction of the Competent Authority.
- c The personnel deployed shall be employees of the Service Provider and all statutory liabilities such as ESI, EPF, Workmen's compensation as per relevant statutory Act, etc. shall be paid by the bidder. The list of personnel to be deployed shall be made available to the AIIMS and if any change is required on part of AIIMS a fresh list of personnel shall be made available by the bidder after each and every change. The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act as applicable from time to time with regard to the personnel engaged by the bidder for this work. Bidder shall provide IP number allotted by ESI authorities for each and every employee deployed by the bidder against the contract.
- d The bidder shall procure the consumables/ chemicals/ detergents /disposables/ disinfectants and other stores related to sanitation & housekeeping. The Service Provider shall use eco-friendly and ISI marked detergents, chemicals, consumables. AIIMS shall have the discretion regarding the quality and quantity of stores. The proper record of such stores shall be maintained by the store keeper of the Service Provider. The authorized representatives of AIIMS can carry out surprise checks of the stores without any prior intimation.

32 Reports to be submitted by the service provider for quality assurance

- i) A daily report of personnel on duty in all shifts
- ii) A daily report of the status of the equipment and its utilization
- iii) A daily report of the washing undertaken
- iv) A daily report of the chemicals and the consumables used
- v) A daily report of the general sanitation from the Sanitation Officer or any other officer deputed for the purpose.
- vi) A monthly feedback report from the user areas as based on Turnaround time (TAT) and Key Performance Indicators(KPI).
- vii) Any other reporting mechanism as desired by the Institute from time to time.

33 COMPLAINT REPORTING MECHANISM:

- i.) The bidder will maintain a centralized complaint reporting and redressal control room which will be equipped with landline and mobile telephone and an operator.
- ii.) The bidder will circulate and also display the scope of work and the address and telephone numbers of the centralized complaint and redressal room in a laminated format in all the areas covered under the scope of work. In case of loss these have to be immediately replaced.

34 CONTINGENCY SERVICES

- i) The service provider shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week.
- ii) The service provides shall be responsible to maintain quality and work efficiency by deploying

- extra staff, if so required.
- iii) No extra payment shall be charged for this contingency work.

35 CONTRACT PRICE

- i) The Service Provider shall be paid the Contract Price every month. The Contract Price shall cover all expenditure incurred on staff, establishment, maintenance and repairs, spares and consumables, and any other expenses.
- ii) The rates agreed between the AIIMS and the Service Provider is inclusive of all charges & taxes except the service tax which should be mentioned separately in the monthly RA bill.
- iii) The Service Provider shall pay all the Taxes directly to respective organizations and to the Government of India. The AIIMS shall not take any responsibility for any kind of Tax payment to the Government or quasi-Government bodies at any point of time.
- iv) All charges on account of Octroi, Cess, terminal or sales tax and other duties on material obtained for the Services from any source including the tax applicable as per Delhi Sales Tax Act in the goods involved in the execution of the Services, etc. shall be borne by the Service Provider.

I. OTHER TERMS & CONDITIONS:

1. The Service Provider shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the Institute. No payments would be released till the contract license is submitted to the Institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard.
2. Bidder shall immediately submit the area wise deployment plan of workers to the Officer in charge Sanitation.
3. Bidder should prepare a schedule plan for deploying scrubbing and other machines in consultation with designated/Nodal Officer of the respective area.
4. Bidder shall ensure that the Area Incharge on duty is informed about any deficiency of manpower area wise with in ½ hour of reporting time of shift in all the three shifts.
5. Bidder should submit the monthly wages bill to the Nodal Officer of the area within 02 working days after close of month along with the Master Rolls duly verified by the Area Incharge/Sanitation Officer.
6. Any penalty imposed on the bidder for poor sanitation/disruption of service shall not be recovered by him from his workers.
7. Bidder will provide a copy of job responsibility to all workers on date of commencement of contract.
8. In case a worker is reported missing from duty during his duty hours; bidder shall provide reliever in ½ an hour, failing which the worker will be marked absent and Service Provider will be penalized for one day wages with element of EPF & ESI of the workers, in addition payment will be made less for actual less man day.
9. The Institute shall not provide any sort of accommodation to the personnel deployed by the Service provider and no cooking/lodging will be allowed in the premises of the Institute at any time.
10. If any complaint of misbehavior and misconduct by personnel of the service provider comes into knowledge of the Institute authorities then responsibility for all such activities shall be of the service provider and any loss owing to negligence or mishandling by the personnel employed by the service provider, the service provider shall himself be responsible to make good for the losses so suffered by the Institute.
11. The service provider shall not at any stage, cause or permit any sort of nuisance in the premises of Institute or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the Institute premises and near to it.
12. The Institute will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the Service Provider.

- 13 The contract can be terminated by the first party (AIIMS, New Delhi) by giving three months notice. The second party (the service provider) if so desire to terminate the contract will be required to give six months notice or till Institute is able to make alternative arrangements, whichever is earlier.
- 14 In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
- 15 The agency shall not engage the personnel below the age of 18 years. All the personnel deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in the Institute. Persons at higher risk should be vaccinated against Hepatitis `B`
- 16 Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as an when required
- 17 If as a result of post payment audit any overpayment is detected in respect of any work done by the agency of alleged to have been done by the agency under the tender, it shall be recovered by the `Institute` from the Service Provider.
- 18 The contract will be valid for a period of one year from the date of commencement which can be further extended on yearly basis subject to satisfactory performance. The service provider will have to commence the work within one month of the award of the contract.
- 19 The bidder shall not engage any sub Service Provider or transfer the contract to any other service provider.
- 20 The service provider has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall develop on the Service Provider and not on Institute administration.
- 21 The service provider shall be responsible for all acts of omission/commission in the institute by their employees during the course of discharge of their duties at the AIIMS, New Delhi will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.
- 22 Persons suffering from contagious or infectious disease shall not be employed or permitted to work in AIIMS. AIIMS reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, of any incurred by the AIIMS on medical examination of such employees, shall be borne and paid by the vendor.
23. The service provider will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Institute premises is considered undesirable by the authorities.
24. The service provider's work shall be executed under the supervision of Engineer-in-charge / Sr. Sanitation Officers or any other officer/official designated by the AIIMS. The service provider shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding the sanitation & housekeeping services made at the centralized control room/desk and shall be directed to the supervisor and he must ensure speedy redressal.

- 25 The service provider shall issue EPF Pass Book/ESI card to every worker and shall supply the code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work.
- 26 The Service Provider will be solely responsible for the compliance of all statutory regulations applicable to the Service Provider/labour as also other Central & State Government statutory regulations associated with such work. If on account of non-compliance with the provisions of any such laws, AIIMS is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, which case, the service provider shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the service provider shall immediately pay to the Institute such amount as may be necessary to make up the required security deposit, or from the dues which may be payable by the Institute to the service provider. The service provider will sign an Indemnity Bond in favor of AIIMS, to this effect. No liability whatsoever shall attaché to the AIIMS on account of or any failure on the part of the service provider to observe these regulations.
- 27 The personnel deployed shall be employees of the Service Provider and all statutory liabilities such as ESI, EPF, Workmen's compensation as per relevant statutory Act, etc shall be paid by the bidder. The list of personnel to be deployed shall be made available to AIIMS and if any change is required on part of AIIMS, a fresh list of personnel shall be made available by the bidder after each and every change. The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum wages Act, Contract Labour (Regulation and abolition) Act, ESI, EPF and various other Acts as applicable from time to time with regard to the personnel engaged by the bidder for the AIIMS. Bidder shall provide at AIIMS against the contract.
- 28 It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. Particulars of personnel engaged for the AIIMS works are required to be submitted to the AIIMS. In the eventuality of the bidder failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the Director, AIIMS is entitled to recover equal sum of money from any payment due or accrue to the bidder under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for the AIIMS.
- 29 The payment against bills shall be made every month by AIIMS. The Bill has to be accompanied by exact data on personnel employed plus other charges as per Annexure VI which have to be certified by authorized representative of AIIMS on a daily basis. The service provider shall disburse the wages to its personnel deployed in the AIIMS every month through ECS. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15th of every month.
30. The bidder shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him together with submission of form C under `The payment of Bonus Act, 1965. As far as EPF and ESI are concerned, it shall be the duty of the bidder to get EPF/ESI code number allotted by RPFC/ESI against which the EPF/ESI subscription deducted from the payment of the personnel engaged. To deposit EPF/ESI(both shares) of the contractual workers deployed by the bidders in the Institute, following procedure will be adhere to:
- i) The bidder will upload the data of all workers including wages paid on EPF/ESI website so as to calculate the contributions required to be deposited.

- ii) The bidder will provide full particulars i.e Wages paid & EPF/ESI to be deposited in this regard duly verified by the Sanitation Officer concerned area, to AIIMS, along with the monthly bill.
- iii) The AIIMS, will issue cheques in favour of following:
 - a. EPF Department in respect of ESI contributions of the workers.
 - b. ESI Department in respect of ESI contributions of the workers with full particulars of the payment to which it relates, on the back side of the EPF/ESI cheques.
 - c. Balance amount payable to bidder as per Agreement.

The Cheques relating to EPF/ESI authorities will be handed over/collected by the bidder for depositing the same immediately with the concerned departments and the bidder will submit proof of the same along with the next month's bill with full particulars of workers whose contribution have been deposited.

Default on the part of the bidder to deposit the EPF/ESI cheques within two days but before last date prescribed for the same will attract penalty @ Rs. 1000/- per day for each cheques. In addition, the penalty for late deposit payable to EPF/ESI Deptt will also be borne by the bidder.

Any other benefit that accrues to the worker shall be paid by the bidder

31. The Service Provider will have to deposit the proof of depositing employer's contribution towards EPF/ESI etc. of each employee in every month.
32. The service provider shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. The service provider has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on non-judicial stamp paper of Rs.10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.
33. Site visit:

The manpower list provided in relevant Annexure in this tender document is the minimum requirement, which shall be definitely provided. The prospective bidders are advised to inspect and examine the sites and assess the manpower required in a professional manner and also collect all information that he/she considers necessary for proper assessment of the prospective assignment in terms of the area and operational system of the AIIMS, to prepare the bid. Further the bidder is advised that during such visit the bidder will assess the following:-

- 34 As per agreement contract for outsourcing agencies etc. the following documents, certificates, affidavits and verification etc are required to be endorsed/sent with the bills submitted for payment.

Service provider will have to submit his bill on monthly basis along with following documents:

- i) The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of AIIMS on a daily basis.
- ii) Particulars of the personnel engaged are required to be submitted to AIIMS.
- iii) The bidder has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be along with bills.
- iv) Bidder shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at AIIMS against this contract.
- v) Bills in detail may be drawn as per column given below:

- Basic
 - VDA
 - ESI
 - EPF
 - Bonus
 - Gratuity
 - Weekly Off
 - Service Charges
 - Service Tax
 - Overtime(if any)
 - Any other head under which payment sought (to mention the cost head)
 - Machinery cost
 - Material cost
- vi) Salary slips issued to all the workers/supervisors engaged showing complete details of wages paid i.e. number of days, rates of wages and deductions under various heads including ESI, EPF contribution.
- vii) The service provider has to submit an affidavit on non-judicial stamp paper of Rs.10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.
- viii) Copies of paid challans in respect of ESI, EPF contribution and Service Tax (if applicable) in respect of specifically for manpower deputed in the Institute rather than consolidated challan of payment of various contracts/works.
- ix) The service provider shall submit a certificate alongwith each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party.

Waiver

At any time any indulgence of concession granted by AIIMS shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further the failure of AIIMS to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be constructed to be waiver of such provision nor in any way affect the validity of the contract or any part thereof or the right of AIIMS to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

1.0 Additional Conditions

1. Utmost care shall be taken to keep the noise level to the barest minimum so that no disturbance as far as possible is caused to the resident/guests/patients of the residential/hospital area. No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may permitted subject to the compliance of all rules / instructions issued by the competent authorities and as per the direction of Engineer- in- Charge.
2. The Service Provider shall work in close coordination with officials working in various capacities, including staff of Hospital etc. and modify working schedule if required as per users convenience. No claim whatsoever on this account shall be entrained.
3. The work in general shall be carried out in accordance with the AIIMS specifications and as per directions of the Engineer-in-charge.
4. The work shall be carried out in the manner complying in all respects with the requirements of relevant bye-laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Engineer-in-charge & nothing extra shall be paid on this account.

5. The Service Provider shall comply with proper & legal orders & direction of the local or public authority or municipality and abide by their rules & regulations & pay all fees & charges which may be liable.
6. The Service Provider shall give due notice to municipality, police and/or other authorities that may be required under the law/rules under force & obtain all requisites licenses for temporary obstructions/enclosures and pay all charges which may be leviable on account of his execution of the work under the agreement. Nothing extra shall be paid on this account.
7. No assistance of any kind including foreign exchange shall be made available by the department for the purchase of equipments, plants, machinery, materials of any kind or any other items required to be carried out in execution of work. Payment will be made in Indian currency only.
8. The Service Provider shall execute his work in such a manner that no damage is made to the existing structure, if any damage occurred it shall be made good by the Service Provider.
10. The Service Provider shall conduct his work so as not to interfere with or hinder the progress or completion of the work being performed by other Service Provider(s) or by the AIIMS & shall as far as possible arrange his work and shall place & dispose of the material being used or removed so as not to interfere with the operations of other Service Providers, or he shall arrange his work with that of the others in an acceptable & co-ordinate manner & shall perform it in proper sequence to the complete satisfaction of AIIMS / Engineer-in-charge.
11. Service Provider shall be responsible for the watch and ward of the material provided by him against pilferage and breakage during the period of execution and thereafter till the work is physically handed over to the department.
12. Department shall not be responsible for any loss of machines/material used by the Service Provider at site.
13. After execution of work Service Provider shall store/keep/park the cleaning machines and equipment in proper organized manner so as not to give any ill appearance to the Hospital.
14. The AIIMS shall provide space for storage of machines and material as per availability for which no rentals for space will be recoverable. However no extra payment shall be admissible for carriage/shifting etc.
15. The information & site data mentioned in the tender documents are being furnished for general information & guidance only. The Engineer-In-Charge in no case shall be held responsible for the accuracy thereof or any interpretations or conclusion drawn there from. He is expected to survey the site physically and access the site area and condition. The Service Provider shall verify such data to his entire satisfaction before quoting the rates.
16. No tools & plants including special T & P, garbage bags etc. shall be supplied by the department. The Service Provider will have to make his own arrangements at his own expense for all machines, materials, consumables etc. However water required for cleaning will be provided by the AIIMS.
17. Tendered rates shall be for completed work covering all operations, materials, labour, carriage, machinery & equipment, royalties fees, rent, excise duty, custom duty, sales tax, etc. Sales tax on works contract tax (if any), Octroi, entry tax, wages, tools and plants transportation risks, overheads, general and special liabilities /obligations as mentioned and profits etc. Service Provider shall pay necessary taxes, such as sales tax, Central excise duty, custom duty etc. as above to relevant authorities (if applicable).
18. The Service Provider shall arrange the necessary water supply fitting, flexible pipe etc. for taking water from the water taps provided at site for the work of sweeping/cleaning at his own cost.

19. The tenderer should provide sufficient number of staff required for completion of the required scope of work. The staff in uniforms as approved by AIIMS only shall be allowed for duty. The workers shall be supplied with sufficient sets of uniforms by the Service Provider so that they wear them at all time and keep them clean. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
20. The Service Provider shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to be rendered to AIIMS and shall comply with all relevant labour laws as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify AIIMS against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS may be party or involved as a result of the Service Providers failure to comply and of the obligation under the relevant act law which the Service Provider is to follow.
21. The tenderer should deploy sufficient number of machines as per requirement, for the scope of work mentioned in the tender document.
22. The cost of Machine maintenance will be borne by the Service Provider. For maintaining the machinery in running condition, the Service Provider shall carry out the AMC for the machines which he has procured for the purpose of carrying out the work from the manufacturer of the machines or from a reputed agency. In case of out of order of machines alternate machines shall be made available in working condition at site of work.
23. Every Supervisor deputed by the firm should maintain a register for keeping the daily record for cleaning & should take signature from the designated official of AIIMS for their comments.
24. For any stolen, missing or defective items related to Civil, Electrical or A/C, persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering staff/section forgetting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.
25. **General Security restriction are given as under :**
 - (a) Labour huts/stay of workmen will not be allowed at site
 - (b) After verification of antecedents, badges will be issued to them by the Service Provider under the seal of the Engineer- in-Charge or his representative. The cost of badges would be borne by the Service Provider.
 - (c) As and when there will be security requirements certain additional restriction can be imposed as per the requirement of the situation.
 - (d) The Service Provider shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the Service Provider.
26. No payment shall be made for any damage caused by rain, snowfall, flood or any other natural calamity, whatsoever during the execution of the work. The Service Provider shall be fully responsible for any damage to the Govt. Property and work for which the payment has been advanced to him under the contract and he shall make good the same at his risk and cost.
27. The tenderer shall visit the site & examine the availability of space in detail for execution of the work and deployment of machinery. For the meetings, cultural & political activities taking place in the campus, the Service Provider has to ensure that the above programmes/ activities are not hindered in any manner while executing the work.
28. No inflammable materials i/c POL shall generally be allowed to be stored at site. However reasonable quantity may be permitted for storage subject to the compliance of all rules/instructions issued by the Competent Authority and as per the direction of Engineer in charge.

29. If any reason any area is whole or part of the work is not available for work, the agreed execution schedule shall be suitably modified. However under no circumstances the Service Provider shall be entitled to any claim of financial damages, whatsoever, on this ground and he shall reorganize his resources to suit the revised schedule within the stipulated time of completion.

FORMAT FOR

BANK GUARANTEE BOND (for EARNEST MONEY)

Whereas _____ (hereinafter called the "Bidder") has submitted its quotation dated _____ for the work "Mechanized and Automated cleaning of PC & Teaching Block, B.B. Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS ó Ground Floor to 5th floor" (hereinafter called the "tender") against the purchaser's tender enquiry No./NIT No. _____ Know all persons by these presents that we

_____ of _____ (Hereinafter called the "Bank") having our registered office at _____ are bound unto

_____ (hereinafter called the "Purchaser") in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____. The conditions of this obligation are:

- (1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the Bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) fails or refuses to furnish the performance security for the due performance of the contract.
OR
 - b) fails or refuses to accept/execute the contract.
OR
 - c) if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged

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

This guarantee will remain in force for a period of forty-five days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorised officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

FORMAT FOR

BANK GUARANTEE BOND (for Performance Security Deposit)

In consideration of the Director AIIMS (hereinafter called " AIIMS ") having offered to accept the terms and conditions of the proposed Agreement between _____ and _____ (hereinafter called "the said Service Providers") for the work _____ (hereafter called " the said Agreement") having agreed to production of a irrevocable Bank Guarantee for Rs. _____.(Rupees _____) as a security/guarantee from the Service Provider(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement ,

We _____ (hereinafter referred to as "the Bank") hereby undertake to pay to (indicate the name of the Bank)

AIIMS an amount not exceeding Rs. _____ (Rupees _____ only) on demand by the Government.

2) We _____ do hereby undertake to pay the amounts due and payable under (indicate the name of the Bank) this Guarantee without any demure, merely on a demand from AIIMS stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Service Provider(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.(Rupees _____ only).

3) We, the said bank further undertake to pay to AIIMS any money so demanded notwithstanding any dispute or disputes raised by the Service Provider(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Service Provider(s) shall have no claim against us for making such payment.

4). We _____ further agree that the guarantee herein contained shall remain (indicate the name of the Bank) in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AIIMS under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineer-in-Charge on behalf of AIIMS certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said Service Provider(s) and accordingly discharges this guarantee.

5) We _____ further agree with AIIMS that AIIMS shall (indicate the name of the Bank) have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Service Provider(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Service Provider (s) and to for bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider(s) or fore any forbearance, act of omission on the part of AIIMS or any indulgence by AIIMS to the said Service Provider(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6) This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider(s).

7) We _____ lastly undertake not to revoke this guarantee except with the (indicate the name of the Bank) previous consent of the Government in writing.

8) This guarantee shall be valid upto _____. Unless extended on demand by AIIMS. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. _____(Rs. _____only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of Expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the _____ day of _____ for

_____ (indicate the name of bank)

SCOPE OF WORK

1	Mechanised Cleaning/Sweeping of floor
2	Cleaning of toilets, wash basins, sinks, mirrors etc.
3	Cleaning of Walls/ removal of stains/webcobs
4	Cleaning of staircases
5	Cleaning of elevators
6	Cleaning of Railings
7	Cleaning of Grills and Jalis
8	Cleaning of doors, windows, signage etc.
9	Cleaning of Corners and crevices
10	Cleaning of louvers- Once in a month
11	Waste Picking and Manual Sweeping of all the areas where machine cannot be deployed.
12	Provide associated service as required for contingency reason as and when required

LIST OF AREAS AND DETAILS OF MANPOWER (MINIMUM) TO BE DEPLOYED**(A) Sanitary Attendants**

S.NO.	Area	Shift	Total No. of employees
1.	Administrative Block	General	7
2.	BB Dixit Library including Porta Cabin	General	4
3.	CMET	General	2
4.	Auditorium	General	2
5.	P.C. & Teaching Block (Ground to 5 th floor) including Porta Cabin	General	22
6.	Cafeteria and its surrounding area	General	3
7.	Outer cafeteria (food court)	General	3
8.	DPORC work	General	10
9.	Mechanised & Automated cleaning of toilets (each toilet is to be individually manned by deploying lady/gents sanitary attendants)	General	50
		Total	103

(B) supervisors

S.NO.	Area	Shift	Total No. of employees
1	One on every 22 Sanitary Attendants or a part thereof	General	4
		Total	4

Material: All material under scope of work to be arranged by Service Provider.

DETAILED SCOPE OF WORK

Mechanized & automated cleaning of **General/Low risk area**.

Standard operating procedure of cleaning of General/Low risk area.

Objective: To clean and maintain general/Low risk areas as per highest cleaning standards.

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

Description:

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

Description:

1. Three different bins (Yellow,Blue,Black) lined with colour-coded bags are used for the segregation of wastes depending on the type of waste generated in an area.
2. The smaller tied bags brought from the areas will be placed in the respective garbage bins.
3. While getting the garbage downstairs, make sure there is no spillage.

1. Toilets Cleaning

Objective: To provide clean, hygiene and bacteria free toilet.

Material/Chemicals used

R-2 Hygienic hard Surface Cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).
R-3 Glass cleaner concentrate (Normal area 20-50 ml. In 1 Liter of water).
R-4 Furniture Maintainer (Ready to use product).
R-5 Room Freshener (Ready to use product).
R-6 Toilet bowl/W.C. cleaner (Ready to use Product).
R-9 Bathroom Cleaner Concentrate (Normal area 50-100 ml. In 1 Liter of water).
Spiral Solution Floor cleaner concentrate (Normal area 20 ml. In 1 Liter of water).
Toilet Brush
Scrubber/Scotch brite.
Hand mop
Dusters
Corner brush
Soap solution
Toilet Roll, Odonil, urinal cubes & naphthalene bowl.

Note: Plastic mugs to be provided in each toilet by service provider. In case of loss of mug, the same should be replaced immediately.

Description:

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

Note: Each toilet is to be individually manned by deploying lady/gents sanitary attendants

2. Cleaning of looking mirrors.

Material required:

1. R-3
2. Duster
4. R-3

Procedure

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

3. Elevator Cleaning

Standard operating procedure for Elevator Cleaning

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

Material required

- Dust Mop
- Bucket with wringer
- Wet Mop
- Disinfectant detergent
- D-7/Steel polish
- Small brush
- Rubber gloves

Description:

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

4. Corridor Cleaning

Standard operating procedure of Corridor cleaning.

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

Description:

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

5. Window Cleaning

Standard operating procedure of WINDOW CLEANING

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

Equipment:

- * R-3
- * SQUEEZEE WITH HANDLE
- * WINDOW CLEANER
- * SMALL PLASTIC BUCKET
- * GLASS SCRAPER
- * WINDOW BRUSH

Description:

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

6. Consultant Room/Faculty Room / Office

Objective: To clean and service consultant room to provide the patient & consultant with clean, hygiene & aesthetically appealing room on check up.

1. Open the room
2. Open the blinds, Check cords / louvers etc.
3. Remove garbage from garbage bins & change garbage bags.
4. Clean the room with feather brush and dustpan.
5. Dust items located on wall & high area clockwise and anti clock wise around the room.
Items include: - picture frame, light fixture, & glass panes & ledge.
6. Check for the cobwebs in and around the wall and pillars.
7. Dust the table beginning with top surfaces and working your way down to the base & legs.
8. Wipe down light switches & clean any smudges on surrounding wall areas.
9. If there is any stain on the wall please try to remove it if can be removed if not in form engineering for touch up.
10. Scrub floor with spiral and scrubbing machine.
11. Remove the water with wet vacuum.
12. Wash flask, tray, and glass.
13. Mop the room with disinfectant.
14. Take one last look to see everything is in order, clock is working etc.
15. Spray a whiff of freshener and close the room door.
16. Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

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

ANNEXURE-B

LIST OF CHEMICALS REQUIRED FOR HOUSE KEEPING WORK

A) M/S JOHNSON AND DIVERSEY

Sl.No.	Chemicals	Items to be cleaned
1.	R1	Bathroom Items
2.	R2	Rooms, Offices, Items, laminated furnitures, PC, marbles, granite floors
3.	R3	Glass surfaces
4.	R4 Shine UP	Wood polish furniture
5.	Good sense	Room air freshner (Spray)
6.	R6	WC Urnials
7.	R9	Bathroom cleaner (hard water)
8.	R20+	Floor stripers
9.	Complete	Kota, Vynil, Mosaic tiles- polish
10.	Nobile	Marble Floors-polishing
11.	Spiral	Kota and hard floor
12.	Lineo	Wooden polish

**EXECUTIVE ENGINEER (P)
ENGINEERING SERVICES DEPARTMENT
AIIMS**

Services Performance Standards

1. The Service Provider shall fully co-operate with, and take instructions from AIIMS's Representative, or his/her delegates, as necessary.
2. The Services shall be provided in a safe and efficient manner at all times and shall not cause any interruption to pedestrian and vehicular traffic.
3. The Service Provider shall provide Services to keep the Service Areas in a clean, safe, hygienic and operationally acceptable condition.
4. All vehicles and mobile equipment used by the Service Provider shall comply with access, safety and security requirements.
5. The Service Provider shall not leave any Equipment or materials or any other items in areas that are not specifically designated by AIIMS for such purpose, if any.
6. All waste materials collected shall be delivered and off loaded to the designated waste collection sites.
7. All cleaning works shall be carried out by appropriate cleaning tools/equipment. The Service Provider shall exercise care not to damage any landscape or any other structure, fixtures and reservation areas during the cleaning operation.
8. Should there be any cleaning work indicated to be incomplete by AIIMS's Representative, the Service Provider shall immediately inform AIIMS's Representative of its arrangement for an immediate re-cleaning. The re-cleaning work shall be done within 2 hours of an instruction by AIIMS's Representative.

Staff Training

All of the Service Provider's operatives assigned to perform the Service Provider's obligations under the Agreement shall be properly trained, including but not limited to cleaning Services training and trained to safely maneuver all equipment required to be used in the Service Areas. During the Contract Term, these operatives will be required to receive recurrent training on a regular basis. Details on all training programme including contents and attendance shall be submitted to AIIMS for record.

Appearance and Attitude

The Service Provider is required to monitor the personal hygiene, etiquette, appearance, manners and attitude of its staff by ensuring

1. All staff must have bath daily, should have regular haircuts and keep it clean. Men must shave daily. Those sporting moustaches must keep them clean and trimmed. They should be dressed in clean, laundered and ironed uniform and Personal Protective Equipment including hat/cap, reflective clothing/vest, etc. pre-approved by AIIMS, which should be clean and pressed with relevant identity badges and/or permits clearly visible. Staff appearance, work ethics, capability and supervision also play an important role in AIIMS's evaluation of the Operator's performance under this Agreement.

2. Staff should be responsive, polite and co-operative to all AIIMS employees and users/patients/guests. A positive, enthusiastic and professional attitude is a must. They must not use slangs or abusive language while talking.
3. The Service Provider shall ensure that all employees and manpower of the Contractor take their lunch/refreshment and rest in the area demarcated by AIIMS for the same purpose. No other area shall be used. In case any employee and /or manpower of the Contractor is noticed taking lunch/refreshment or resting in any other area other than the area demarcated by AIIMS penalty may be imposed on the Service Provider.
4. All frontline operational staff ranked supervisors and above should be able to communicate satisfactorily in both Hindi and English.
5. All supervisors deployed for the provision of the Services shall have minimum 3 years of working experience of which at least one year of supervisory capacity.

Staffing Requirement

The Service Provider shall at its own cost maintain the necessary level of staff for the provision of the Services to the standards required by AIIMS

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

Form – A

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ENGINEERING SERVICES DEPARTMENT
ANSARI NAGAR, NEW DELHI-110029.

Name of Work: *Mechanized and Automated Cleaning of PC & Teaching Block, B.B.Dixit Library, CMET, JLN Auditorium and Administrative Block at AIIMS- Ground Floor to 5th Floor*

SCHEDULE OF QUANTITIES

S No.	Description of wages	Type of Manpower	
		Skilled (Supervisor) in Rupees	Un-Skilled (Sanitary attendant) in Rupees
1	Monthly Wages (Basic plus VDA)	10374.00	8554.00
2	EPF 12% + EDLI 0.5% +Admn Charges 1.11% = Total 13.61% of basic plus VDA (calculation restricted on Amount of Rs.6500/-)	884.65	884.65
3	ESI 4.75% of basic plus VDA	492.77	406.32
4	Total of 1 - 3	11751.42	9844.97
5	Weekly off / Replacement / relieving charges 1/6 of total sum of Sl.No. 4	- (General shift only)	- (General shift only)
6	Total add S.No. 4 & 5	11751.42	9844.97
7	Services charges on Total sum Sl.No 6 @ (_____)%		
8	Total Sl.No.6 &7		
9	Service Tax (if applicable) @12.36% on total sum S.No.8)		
10	TOTAL (Add Sl.No. 8 & 9)		

Note: The bidder shall quote service charges in percentage at S.No. 7 and further financial component will be calculated accordingly for both the categories in Indian Rupees in words and figures in Financial /Price Bid

(Signature and seal of the bidder)

Form – B

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ENGINEERING SERVICES DEPARTMENT
ANSARI NAGAR, NEW DELHI-110029.

Name of Work: *Mechanized and Automated Cleaning of PC & Teaching Block, B.B.DixitLibrary, CMET, JLN Auditorium and Administrative Block at AIIMS- Ground Floor to 5th Floor*

SCHEDULE OF QUANTITIES

Sl. No.	Description of Components	Total Amount
A	Material cost per month	Rs.
Amount in words:		
B	Material cost annual	Rs.
Amount in words:		
C	Machinery cost (fixed cost) per month	Rs.
Amount in words:		
D	Machinery cost (fixed cost) annual	Rs.
Amount in words:		
Total (B + D)		Rs.
Amount in words (B+D):		

Note : To arrive at the lowest bidder both parts of the Price Bid (Form-A and Form-B) will be taken into consideration.

(Signature and seal of the bidder)