



HIMACHAL PRADESH GOVT. DENTAL COLLEGE & HOSPITAL SHIMLA.

No:-HFW (GDC)G(6)-4/97-II-

Dated; Shimla the

“TENDER NOTICE”

E-Tenders are hereby invited by the Principal H.P. Govt. Dental College & Hospital Shimla for the award of cleanliness contract of Block “A” & “B” for a period w.e.f.date of its approval to **31.3.2022**, as per detail / specifications in tender documents, the tenders may be submitted online on or before **10.8.2020 by 3.00 p.m.** on the website <https://www.hptender.gov.in>. The tenders will be opened on the same day at 3.30 p.m. in the presence of the tenderers or their authorized agents / representatives who-so-ever wants to be present.

The tender must be accompanied with the EARNEST MONEY of **Rs. 50,000/-** Only (Rs. Fifty thousand Only). The EARNEST MONEY must be in the shape of FIXED DEPOSIT RECEIPT duly pledged in favour of the **Principal, H. P. Govt. Dental College and Hospital Shimla** and the same may be submitted to the office of the undersigned before the due date of opening of the online tender along with physical submission of the tender as well. The tenders without EARNEST MONEY shall not be entertained and will be rejected straight way. The earnest money of approved tenderer will be returned only after completion of the contract period, whereas the earnest of the unsuccessful tenderers shall be returned immediately after the Approval of the Technical & Financial bid.

The copy of the tender documents with detailed specification and Terms and Condition of cleanliness contract can be downloaded from the website <https://www.hptender.gov.in> and the tender fee of Rupees 500/- (Rs Five thousand only , non-re- fundable) can either be deposited with the Cashier of the college in the form of DD in favour of the Principal HP Govt Dental College and Hospital Shimla or may be attached in the shape of DD in favour of the undersigned along with physical submission of the tender before due date . The documentary proof w.r.t. deposit of tender fee Rs.500/- is to be enclosed with the physical tender. In case last working day(s) happens to be a holiday, the next working day(s) will be considered as due date. The Principal, reserves the right to reject any or all the tenders without assigning the reasons.



HIMACHAL PRADESH GOVT. DENTAL COLLEGE & HOSPITAL SHIMLA-171001.

(Phone:-01772658838 Fax:-01772651483)

Email: (hpgdcshimla@gmail.com)

Tender Reference Number:-HFW (GDC)G(6)-4/97-II- Dated:- Shimla-171001, the

E-TENDERING SCHEDULE:-

Date & Time of on-line publication :	At 00.00 on 15.7.2020
Period for Downloading of e-tender document	w.e.f. 18.7.2020 , 00.01AM to 10.8.2020 till 15.00PM
Last date and time for submission /uploading of e-tender along with cost of tender document, Earnest Money Deposit :	
Date & Time for opening of Eligibility Bid :	15.30PM on 10.8.2020
Venue:	HP Govt Dental College and Hospital Shimla
Cost of the tender document	Rs.
Earnest Money Deposit (EMD)	Rs. 50,000/-in the shape of Demand Draft or Fixed Deposit Receipt (FDR) duly pledged in favor of (Tender Inviting Authority).

- i) Service Provider/Contractor shall ensure that Cost of tender document, Earnest Money Deposit are dropped in the tender box placed in the (address of the place where tender box is placed) on or before the last date and time indicated above.
- ii) If the date fixed for the opening of tender is declared a holiday, the tender shall be opened on the next working day at the same time as fixed for the original date for this purpose.

Amendments to TE documents

a) At any time prior to the deadline for submission of tenders, the purchaser may, for any reason as deemed fit by it, modify the TE documents by issuing suitable amendment(s) to it. All such amendment will be notified only on the website.No amendments or corrigendum in respect of this tender will be issued in the press. Prospective bidders are advised to visit aforesaid website regularly.

b) In order to provide reasonable time to the prospective Service Provider/Contractor to take necessary action in preparing their tenders as per the amendment, the purchaser may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

Clarification of TE documents

A Service Provider/Contractor requiring any clarification on any issue of the TE documents may take up the same with the purchaser in writing on email-ID:- hpgdcshimla@gmail.com . Purchaser will respond in writing through email only to such request provided the same is received by the purchaser not later than seven days (unless otherwise specified in the SIT) prior to the prescribed Last date & time for submission of tender.

INSTRUCTIONS FOR SUBMISSION OF COST OF TENDER DOCUMENT AND EARNEST MONEY DEPOSIT

The tender document and other instructions can be downloaded or viewed from the portal <https://hptenders.gov.in> and cost of tender document (non-refundable) as mentioned in the tender form shall have to be deposited in the shape of demand draft favoring **HP Govt Dental College and Hospital Shimla** before the last date and time of submission of tender and

proof thereof should be uploaded in Technical Bid of the tender document. The Earnest Money Deposit in the shape of Fixed Deposit receipt duly pledged in favour of (Name of tender Inviting Authority) (Minimum for a period of Six month) or Demand Draft along with Cost of tender document should be submitted in an envelope and the same should be dropped in the tender box kept in the office of **HP Govt Dental College and Hospital Shimla . The envelope should be superscripted “Tender for the supply of Security Services to be opened on**” **The name of the bidder, complete postal address and Mobile No. must be mentioned on the left hand side corner of the envelope.**

General Instructions

a) Tenders not confirming to the essential requirements, as per check list will be rejected and no correspondence thereof shall be entertained whatsoever.

b) Price bid of only those Service Provider/Contractor shall be opened who are found eligible at the prequalification stage.

c) The contract shall be awarded for a period of two financial year or a period within a financial year from the date of award of rate contract and the rate contract shall expire at the end of same financial year i.e last day of the next March. The period of contract may be extended, on a certificate of outstanding performance from the local Sanitation committee of the HP Govt Dental College and Hospital Shimla . But it will not be a binding on the HP GDCH Shimla to extend the period of contract.

d) Bids submitted must be unconditional and no communication will be made till the finalization. Late and delayed tenders will not be accepted.

e) *The Principal HP GDCH Shimla* reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

Instructions for E bidding:-

The Service Provider/Contractor (bidders) should register on website <https://hptenders.gov.in> and obtain User-ID and Password before tendering. In case of any problem; you may contact office of HP Govt Dental College and Hospital Shimla , on Phone No.(Please enter Phone No.).

Entire tender process will be carried out on line through above mentioned website. Service Provider/Contractor (bidders) are advised to procure E-Token / Digital Signing Certificate from suitable vendors or from any authorized agency.

Before submission of online bids, bidders must ensure that scanned copies of all necessary documents shall have been uploaded with the bid.

The process for e-tendering can be observed/practiced on demonstration site <https://demoeproc.nic.in>.

Service Provider/Contractor(bidders) are advised to check / see website <https://hptenders.gov.in> regularly to check for any amendment / corrigendum in the tender document. All subsequent notifications / amendments / notices shall be published only on the aforesaid website only. The bids shall be opened on the date and time mentioned in the Tender Notice in the presence of Service Provider/Contractor (bidders) who opt to be present. If the date fixed for the opening of the tender is declared a holiday, the tenders shall be opened on the next working day at the same time as fixed for the original date for this purpose. The undersigned reserves the right to accept or reject any or all tenders in part or whole without assigning any reason, what so ever.

THE E-TENDER DOCUMENT SHALL BE UPLOADED IN TWOPARTS:

A. Pre-qualification/ Eligibility Bid: The Service Provider/Contractor shall submit and upload required documents, information required as per tender document. It shall contain scanned copies of all requisite documents, certificates etc. as specified in the tender document duly filled in and digitally signed. All the documents must be scanned and uploaded in PDF format with 100 dpi with black and white option. The scanned documents should be clear and legible.

B. Financial Bid/Price Bid/BOQ:-It shall contain financial bid / BOQ uploaded in .xls format which will be available for Service Provider/Contractor (bidders) on website <https://hptenders.gov.in> . The financial bid / BOQ will be opened only of those Service Provider/Contractor (bidders) who qualify technical evaluation /Pre-qualification/Eligibility Bid criteria. Financial Bid /BOQ will not be accepted in physical form.Date& Time for opening of Financial Bid/Price Bid/BOQshall be published on the aforesaid website after technical evaluation.

I. Eligibility Criteria for Participation in the Tender :-

- a) The Service Provider/Contractor should be registered Firm, Proprietorship firm(s)/Partnership firm(s)/Company/Corporation/Cooperative Society or any legal entity.
- b) Copy of registration certificate confirming Registration No. of the service provider / contractor firm must be uploaded.
- c) Service provider should have minimum two year experience in Sanitation services in a 50bedded private or Government hospital.
- d) The Service Provider/Contractor must have Goods and Service Tax (GST)registration Copy of the registration certificate must be uploaded.
- e) License No. Under Contract Labour Act. The service Provider/Contractor must upload an appropriatelabour license issued by competent authority for carrying out sanitation service / cleaning activity. (Proof of license issued by competent authority must be uploaded).
- f) The Service Provider/Contractor should be duly registered with the ESI & EPF department having its jurisdiction for the HP (or) should give undertaking that he/ she is not employing 10 or more number of employees(Proof or copy of registration with these departments and copy of account number allotted by the aforesaid departments or undertakingmust be uploaded).
- g) Service Provider/Contractor should have submitted IT returns for the last three financial years.
- h) Copy of PAN No. and copy of Income tax Return of last two financial years must be uploaded.
- i) The Service Provider/Contractor shall upload a certificate that the Service Provider/Contractor (bidder)is not black listed.
- j) **Turn over criteria**
Service provider / Contractor shall have minimum turn over as mentioned in the table below in the preceding three years. Service provider / Contractor shall submit certificate in support of turn over claimed.
Upto 100 beds Rs. 5,00,000/-

k)SITE VISIT

Any site information / schedule of works given in this tender document are for guidance only. The Service Provider/Contractor is advised to visit and examine the Site of Works and its surroundings at his own cost and obtain all information that may be necessary for submitting

the tender and entering into a Contract. The Service Provider/Contractor shall be deemed to have inspected the Site and its surroundings beforehand and taken into account all relevant factors pertaining to the Site in the preparation and submission of the Tender.

1) AMENDMENT TO TENDER DOCUMENTS

If any amendment/modifications made with the prior approval of the Govt. these will be conveyed on website, <https://www.hptenders.gov.in> and will be binding on the Service Provider/Contractor (bidder).



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Tender Reference Number:-HFW(GDC)G(6)-4/97-II- Dated:- Shimla-171001, the

“Terms & Conditions”

1. Tenders not confirming to the essential requirements, as per check list (**Annexure 1**) will be rejected and no correspondence thereof shall be entertained whatsoever.
2. In case the Service Provider/Contractor is an Association, consortium or joint venture, the Service Provider/Contractor shall upload a power of attorney authorizing the signatory of the tender to sign /execute the Service Provider/Contractor or each member of the partnership, consortium or joint venture.
3. Price bid of only those Service Provider/Contractor shall be opened who are found qualified in Prequalification/Eligibility Bid. Time & Date for opening of Price Bid shall be fixed and intimated only to the qualifying Service Providers/Contractors
4. The tender document should be signed by the Service Provider/Contractor himself / or by an authorized signatory. Attested copies of the Registration number of the Firm, License No. under contract labour Act, Provident Fund Account No. allotted by the Provident Fund Commissioner, ESI No, PAN No.(in case of partnership PAN No should be in the name of Service Provider/ Contractor (firm) allotted by the Income Tax Department, proof of filing income tax return for last financial year and Satisfactory Performance Certificate issued by the concerned agency (s)/ organizations where such type of works / jobs have been performed by the Contractor earlier should be uploaded. The agency shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus. Gratuity, ESI etc. relating to personnel deployed by it at -----Hospital or for any accident caused to them and the Hospital Administration shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the HP Govt Dental College and Hospital Shimla for whatever reason. The Agency shall also be responsible for the insurance of its personnel if required. The agency shall specifically ensure compliance of various Laws, rules in force, statutory regulations/Acts applicable to workers including but not limited to with the following and their re-enactments/ amendments/modifications:-
 - (a) The Payment of Wages Act 1936
 - (b) The Employees Provident Fund & Misc. Provision Act, 1952
 - (c) The Contract Labour (Regulation & Abolition) Act, 1970
 - (d) The Payment of Bonus Act, 1965
 - (e) The Payment of Gratuity Act, 1972
 - (f) The Employees State Insurance Act, 1948
 - (g) The Employment of Children Act, 1938
 - (h) Industrial Disputes Act, 1947
 - (i) The equal Remuneration Act, 1976.
 - (j) Minimum Wages Act, 1948
5. Every paper of the tender document should be signed by the Service Provider/Contractor with seal of Agency/ Firm before uploading.
6. The envelope containing Cost of tender document, Earnest Money Deposit should be superscripted **“Tender for providing of Sanitation Services to be opened on 10.8.2020”**.

The name of the bidder, complete postal address, and Mobile No. must be mentioned on the left hand side corner of the envelope.

7. Bidder must be having a registered office in HP and if award is given to any agency which is not having registered office anywhere in HP they will have to open it within one month of issue of award letter & and to get it registered with H.P. Govt. All the necessary certification / registrations by virtue of this contract have to be carried out by successful Bidder within one month of award letter. Successful Bidder should ensure training of employees in Biomedical waste Management and Handling, within one month from the date of commencement of activities. Any new employees should also be trained on Bio medical waste handling and management.

8. EARNEST MONEY DEPOSIT

The amount of EMD will be **Rs. 50,000/- (Rupees Fifty Thousand only)**

- a. EMD must be deposited in the shape of Demand Draft in favour of Tender inviting Authority or Fixed Deposit Receipt (FDR) (Minimum for a period of Six Months duly pledged in favour of Tender Inviting Authority (Chief Medical Officer/ Medical Superintendent/ BMO/SMO I/c as the case may be (Designation & Address) of the concerned district. No other mode of payment is acceptable. EMD will not carry any interest.
 - b. The Proof of payment must be uploaded in the Technical Bid.
 - c. EMD in case of unsuccessful Service Provider / Contractor will be refunded to them within 30 days of award of the contract to the successful Service Provider/Contractor without any interest.
 - d. EMD will be forfeited in the event of the Service Provider / Contractor withdrawing or modifying his bid after opening of the tenders and till completion of the tender process i.e. till award of the contract or in the event of the Service Provider/Contractor who has been awarded the contract declining to honor the same.
 - e. In case the EMD or proof of remittance of the EMD is not found submitted in the Technical Bid envelope or the EMD has not been submitted in the mode specified, the tender shall be liable to be rejected.
9. The Tender Inviting Authority will deduct Income Tax at source under section I94-C of the Income Tax Act, 1961 from the Service Provider/Contractor as applicable.
- 10. Performance Security:-**
- The successful Service Provider/Contractor shall deposit Performance Security equal to 10 % of the total cost of annual contract in the form of FDR/bank Guarantee from Scheduled bank (duly pledged in favour of Tender Inviting Authority (Chief Medical Officer / Medical Superintendent / BMO/ SMOI/ as the case may be) for the due performance of the contract. In the event of any breach / violation or contravention of any terms and conditions contained herein by the Service Provider/Contractor, the said security deposit shall be forfeited by the Tender Inviting Authority. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest shall be paid by the Tender Inviting Authority on earnest money or security deposits. The security deposit will be returned to the Service provider/Contractor when due after Satisfactory performance of the services of the contract and on completion of all obligations by the Service provider/Contractor under the terms of the contract and on submission of a "No Due Certificate.
11. The Principal, HP Govt. Dental College & Hospital Shimla reserves the right to cancel/ reject full or any part of the tender which Service Provider/Contractor do not fulfil the conditions stipulated in the matter.
 12. Service Provider/Contractor submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance rejection of the tender.
 13. Any Act on the part of the Service Provider/Contractor to influence anybody in the Department is liable to rejection of his tender.
 14. The Service Provider/Contractor shall provide a non-judicial stamp paper of Rs. 100/- for preparing a Rate Contract Agreement.

15. The Service Provider/Contractor shall abide by and comply with all the relevant laws and statutory Requirements covered under Contract Labour (regulation & abolition Act 1970), Minimum Wages Act, EPF & MP Act 1952 and any other law if applicable with regard to the labour engaged by him for works.
16. Every worker so appointed by the Service Provider/Contractor shall wear the prescribed uniform according to seasons i.e. summer grey colour uniform in summer and olive green uniform in winter and a badge bearing his name and designation, while on duty. The said uniform and badge shall be provided by the Contractor at his own cost. Service Provider/Contractor will provide protection wear like Cap, Gum Boot, Mask, along with proper dress to all the workers. No Hospital Cap, Mask or gloves will be used for this. The contractor shall be responsible for taking all measures to safeguard (all the staff employed by him/his firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.
17. That the Service Provider/Contractor staff shall be available all the time as per their duty roster and they shall not leave their place of duty without prior permission.
18. The Service Provider/Contractor must employ adult labour only. Employment of child labour will lead to termination of the contract. The contractor/service provider shall engage only such workers, whose antecedents have been thoroughly verified.
19. That the Service Provider/Contractor shall be responsible to provide immediate replacement of a worker, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given. The Service Provider/Contractor will ensure attendance of Workers on Bio-Metric attendance Machine. The Tender Inviting Authority (Chief Medical Officer/Medical Superintendent /BMO/SMO I/C) will verify the Bio-Metric based attendance.
20. That the Service Provider/Contractor staff shall work under overall supervision and direction of the Tender Inviting Authority. The working of machinery will be checked/supervised by the Head of the Institution and a certificate to this effect will be issued by the Tender Inviting Authority (Chief Medical Officer/ Medical Superintendent /BMO/SMO I/c) on weekly basis before making payment to the Contractor.
21. That the Service Provider/Contractor shall also be responsible to provide all the benefits e.g. P.F, ESI, Leave etc., to eligible staff engaged by the Contractor.
22. The Service Provider/Contractor shall disburse the wages to its employees through Cheque/NEFT/RTGS .The details of payment to employees i.e. Names of employee with amount & transaction Number for the previous month should be submitted only then the muster roll for the current month shall be entertained and payment will be released.
23. The Tender Inviting Authority shall have the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of duty.
24. The Service Provider/Contractor Staff shall carry out such other duties as are entrusted to them from time to time.
25. The Service Provider/Contractor shall not engage any Sub- contractor or transfer the contract to any other person in any manner.
26. That the tenders not conforming to the requirements will be rejected and no Correspondence thereof shall be entertained whatsoever.
27. At least 1/3rd of the sanitary workers should be female.
28. All workers should refrain from smoking in the hospital premises, have courteous and helpful nature, take proper care of their instruments, and promote safety by reporting any dangerous situations observed by them, if any. Any staff found in a drunken or intoxicated state shall have to be removed by the contractor.
29. The successful Service Provider/Contractor must ensure sufficient manpower as per requirement and must enclose the detail action plan regarding deployment of supervisor and ground level staff. In addition to this additional safaikaramchari's will be ascertained as per the following formula:

No. of SafaiKaramchari's = 8 plus one sewer man

In addition to this 1 additional workers will be provided for the Administrative Block in HP Govt. Dental College and Hospital Shimla.

30. The hospital authorities will provide the electricity and water and Service provider/ Contractor shall procure the material and equipments required for carrying out sanitation work at his own cost. The material procured shall be of standard **ISI** quality. Service provider will submit the samples of the material going to be used which will be kept by the tender inviting authority for future reference. The hospital authorities' reserves the right to reject any material found of substandard/inferior quality.
31. The Service provider/ Contractor shall procure the consumables (soap, toilet roll, paper towels, plastic mugs, hockey brush, wipers, etc). / Chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation and housekeeping. The contractor shall use eco-friendly and ISI marked detergents, chemicals, consumables. The contractor is bound to change any chemical, consumable, detergent to the satisfaction of the hospital authorities.
32. If any money shall, as a result of any instructions from the labour authorities or claim or application made under any of the labour laws, or Regulations, be directed to be paid by the Hospital, such money shall be deemed to be payable by the Service Provider/Contractor to the Hospital within seven days after the same have ben demanded from the Service Provider/Contractor. The Hospital shall be entitled to recover the amount from the Service Provider/Contractor by deduction from money due to the Service Provider/Contractor.
33. The antecedents of the staff deployed by the Service Provider/Contractor shall be got verified by the local police authority and an undertaking in this regard to be submitted to the dept. by the vender.
34. Tender inviting authority will not be responsible if any person employed by the service provider is found indulged in any unlawful activity.
35. An affidavit **on Rs. 100/- stamp paper** should be submitted by the Service Provider/Contractor stating that no criminal/income tax / blacklisting case is pending against the Service Provider/Contractor and no vigilance/criminal case is pending in any court of law and also he has not been convicted in any criminal and vigilance case and has not been blacklisted. The Service Provider/Contractor has not been penalized for providing unsatisfactory sanitation services.
36. Service Provider/Contractor shall-have to provide an undertaking on Rs 100/- stamp paper as per format at (**Annexure 2**) enclosed.
37. In case of any addition or alteration in the structure of the hospital afterward the contract shall stand automatically included for the cleanliness purpose and no additional claim shall be raised by the Service Provider/Contractor.
38. In case of strike/tool down agitation by any/all of his workers, the Service Provider/ Contractor shall be responsible to make alternate arrangement. If service provider fails to provide the alternative &hospital authorities engage the work force in such emergency, it will be at the risk and cost of the Service Provider/Contractor.
39. In case of any dispute or difference, the award of the Arbitrator i.e Principal Secretary (Health), Govt of Himachal Pradesh will be final and binding on the parties to the contract and the courts at Himachal Pradesh shall only have the jurisdiction over the same.
40. The offer of rates by the Service Provider/Contractor will be subject to price fall clause i.e. if any item/contract is offered at lower rate by theService Provider/Contractor at any other place in H.P. he shall not charge higher rates for the item/contract offered in the tender.
41. Quoted rates should be valid for acceptance for a period of 180 days from the date of opening of the Tender.
42. Every Supervisor deputed by the Service Provider/Contractor should maintain a register for keeping the daily record for sanitation & cleaning services and should take signature from the concerned department for their comments.

43. That the wearing of uniforms and name plates by the contractors staff deployed for duty in the hospital shall be compulsory. The uniforms as per approved colour coding, gloves, masks and gum boots will be supplied to them by the contractor at his cost. If any person found is without uniform on duty any day a penalty of Rs. 50/- per person per day shall be deducted from the monthly charges payable to the contractor, for any such lapse.
44. The contractor or his supervisor has to keep proper watch on the cleanliness of the wards, rooms, floors, toilets and window panes doors etc including college premises inside and outside as well. The workers on duty will have to clean/mop up the furniture in the departments along with the dental chairs and spittoons. Especially the ward and OPDs and toilets shall have to be supervised/ watched round the clock. An undertaking to this effect shall have to be submitted by the tenderer along with the tender document while submitting it.

45. PENALTIES:

- a. Any misconduct / misbehaviour on the part of the manpower deployed by the Service Provider/Contractor will not be tolerated and such person will have to be replaced by the Service Provider/Contractor at his own costs, risks and responsibilities immediately, with written intimation to the Principal, HP GDCH Shimla . The Service Provider/Contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- b. In case the Service Provider/Contractor fails wholly or partly to carry out the assigned job within assigned time or job is not performed to the satisfaction of the same shall be arranged through other agencies at the risk and cost of the Service Provider/Contractor.
- c. No payment shall be made for the work which is' not performed. Also proportionate deduction shall be made for the same.
- d. If during inspection, the workers are not found in uniform without I-card, a penalty of Rs 100/- per employee will be charged per instance per day.
- e. In case of any deficiency in services observed by Tender Inviting Authority (designated officials), a penalty of Rs. 500/- for first instance, Rs. 1000/- for second instance and multiples of thousand on each subsequent Instance will be imposed.
- f. Upon receipt of complaint of deficiency in service, the Service Provider/Contractor shall with all reasonable speed but not later than 3 working days, remove the shortcomings/deficiencies.
- g. If the Service Provider/Contractor having been notified fails to remove the shortcomings within 3 working days period. Tender Inviting Authority may proceed to take remedial action as may be necessary at Service Provider/Contractor risk and Cost.
- h. If there is no improvement in performance, even after penalties, the Tender Inviting Authority reserves the right to impose penalty based on the merits of the case . Besides that, if advised by the Hospital the Service Provider/Contractor has to invoke the clause of removal of that person from their services.
- j. After giving sufficient opportunity to improve services, if there is no improvement, the tender may be cancelled.
- k. Quantum of penalty will be decided by the Principal, HP Govt Dental College and Hospital Shimla and the decision taken will be final and binding.

46. Disposal of waste:

A very high standard of hygiene must be maintained in all respects. Quick day to-day disposal of waste material shall be maintained. The Service Provider/Contractor will teach and train his staff for collection, disposal of garbage, general waste as well as Bio-Medical Waste as per Bio Medical Waste Management Act. The Service Provider/Contractor will make arrangement to collect the garbage, general waste as well as Bio-Medical Waste in the specified colour coded bags from all designated areas within the Hospital. Failure in quick disposal of waste will make the Service Provider/Contractor liable to pay fine, which may extend up to Rs. 100/- per such occurrence when reported by the Hospital

for the first and second occurrences and there after Rs. 250/- per occurrence. The Service Provider/Contractor will maintain a record of the biomedical waste disposed off by him. The material to be used to comply with the bio Medical waste Management Act , like different colour coded dustbin, bags/ trolley will be provided by the hospital authorities. Any Plastic bags used by contractor should comply with Bio Medical waste management rules, Waste Management rules (Plastic)

47. Service provider will submit an Undertaking on organization letter head:
 - i. That firm/agency shall deploy **medically fit personnel's**.
 - ii. That the firm/agency shall open the office in Himachal Pradesh Within one month and must get registered under relevant Act with the HP Government. If they are already not having office in H.P.
 - iii. That firm/agency shall be able to deploy at least 70% Himachali.
 - iv. That there is no case pending with the police or any investigating agency against the proprietor/Firm/Agency/Partner and the firm/agency has not been Black Listed by the Government or Non-Government organization.
48. The Principal HP Govt Dental College and Hospital Shimla reserves the right to accept or reject any or all bids without assigning any reasons. Hospital administration also reserves the right to reject any bid which in his opinion is non responsive or violating any of the Conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
49. Hospital Administration may waive any minor infirmity, non-conformity or irregularity in a bid that does not constitute a material deviation and that does not prejudice or affect the relative ranking of any Bidder as a result of the technical and financial evaluation.
50. Tender Inviting Authority may ask for additional information / Document(s), if any. The tenderer has to submit the required information/document as asked for by the Tender Inviting Authority.
51. If during the preliminary examination, the purchaser find any minor informality and/or irregularity and/or non-conformity in a tender, the purchaser may waive the same provided it does not constitute any material deviation and financial impact and, also, does not prejudice or affect the ranking order of the tenderers. Wherever necessary, the purchaser will convey its observation on such 'minor' issues to the tenderer by email etc. asking the tenderer to respond by a specified date. If the tenderer does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that tender will be liable to be ignored.

PAYMENT TERMS

- a. The service provider must ensure that entitled wages of the workers are credited to their bank account on the 7th of the following month; Service provider will not be given any relaxation in this matter.
- b. While submitting the bill for the next month, the services provider must file a certificate certifying the following:
 - i) Wages of workers were credited to their bank accounts on (date).
 - ii) ESI Contribution relating to workers amounting to Rs. _____ was deposited on ____ (date) (Copy of the challan enclosed).
 - iii) EPF contribution relating to workers amounting to Rs. _____ was deposited on _____ (date) (Copy of the challan enclosed).
 - iv) He is complying with all statutory Labour Laws including Minimum Wage Act.

PRINCIPAL
HP GOVT DENTAL COLLEGE
AND HOSPITAL SHIMLA

FINANCIAL PROPOSAL

The evaluation committee of the Hospital administration will assess the financial bid of the bidders who have been declared eligible after technical evaluation. The lowest amount offered by the firms / agencies as service charge shall be considered as L-1. In case the financial bid of more than one firms / agencies is same as L-1, then the work will be awarded to the firms / agencies as follows: -

- i). By toss, if tie between the two firms/agencies.
- ii). By lottery, if tie between more than two firms/agencies.

AWARD OF CONTRACT:

Award of contract will be issued to the L1 Bidder. If due to any reason L1 bidder is unable to deposit due performance security or execute the agreement within stipulated time after depositing the performance security then that bidder will be rejected its EMD will be forfeited and L2 bidder may be called for the negotiation and if L2 bidder agrees to work on the rates quoted by rejected L1 bidder then contract may be awarded to L2 Bidder at the L1 rates.

SCOPE OF SERVICE

(SERVICE PROVIDERS RESPONSIBILITIES FOR SANITATION)

General Requirement & Documentation:-

1. Preparation of Schedule, housekeeping manual and Standard Operating Procedures (SOP) for various critical activities and related record proforma has to be prepared by contractor .
2. Creating awareness to work force :All employees shall be given training about Bio medical waste management and Handling SOPs pertaining to sanitation
3. **Daily/weekly cleaning services by SafaiKaramcharies:**
 - I. Twice Daily cleaning (Sweeping, washing scrubbing and swabbing of Office OPD rooms, wards, lifts including Furniture's, Fixtures and Dental Chairs and Spittoons.
 - II. Twice Daily Sweeping, Washing scrubbing and swabbing etc. of the verandas, vestibules and staircases and cleaning the articles lying therein such as spittoons, fire fighting equipment, Dustbins, Public Address Systems etc.
 - III. Cleaning (Sweeping, washing scrubbing and swabbing etc.) of latrines, Bathrooms, urinals etc. washing of toilets should be done so as to ensure clean toilets round the clock.
 - IV. Clearance of garbage till a designated place and clearance of Biomedical waste as per the prescribed norms of the Bio Medical Waste Management Act. The material to be used should comply with the medical waste and disposal Act.
 - V. Clinical area shall be kept clean round the clock.
 - VI. The Service Provider/ Agency should ensure that all the toilets are to be equipped with liquid soap, odonil and naphthalene balls to maintain a hygienic atmosphere. **Service Provider will use Hospital grade phenyl.**
 - VII. The Service Provider/ Agency should ensure that sinks, floor, blinds and other paraphernalia's remain always clean and dust free. Wall Tiles fixed in verandas, rooms, toilets and other areas should be cleaned.
 - VIII. Status report in respect of cleaning of toilets shall be pasted during each shift.
 - IX. The Dusting and Cleaning of the rooms, along with carpets, curtains, electric appliances, hospital furniture, doors, windows, window glass or anything inside or outside the building premises would be done through electronics or other mechanical devices.
 - X. Windowpanes in staircases and in all rooms to be stain free all the time.
 - XI. Granite slabs in labs, around the sink to be cleaned once a day or more frequently (need base).
 - XII. Fixed furniture and examination area to be cleaned daily and well maintained.
 - XIII. The wall of the premises in agreement quoted above will be cleaned once a day and as and when required.
 - XIV. Different types of Signage boards/Notice boards etc. provided in building are to be cleaned by suitable methods. The said boards should be kept neat & clean always.
 1. Frequency of cleaning shall be need based as per requirement. However the service provider shall ensure that hospital is neat & clean by 9.30 AM in the morning daily; & would ensure cleanliness throughout the day.

2. The operation theatre, requires cleaning/sweeping after every operation and as such constant availability of the cleanliness workers in the operation theatre/labour room, round the clock throughout the contract period must be ensured.
3. The Service Provider/Contractor shall provide female workers exclusively for female in-door wards.
4. That the toilets will be cleaned every two hourly and as & when required.
5. The sweeping of the entire college and hospital complex, shall be done thrice a day & as & when necessary.
6. **Material and equipments to be used as per Annexure 9 attached.** Only hospital grade phenyl will be used. The Service Provider/Contractor will provide the samples of all the consumables to be used for sanitation/ cleaning purposes during the demonstration of the equipment which will be kept as samples during the contract period.

PERFORMANCE EVALUATION:

- a) The quality assurance of the Sanitation Services should be ensured regularly (Daily, Weekly, Fortnightly or Monthly depending upon the discretion of the Department) on the basis of the periodical reports furnished by the Service Provider/Contractor.
- b) The Service Provider/Contractor and all his staff deployed for sanitation work will work under the supervision of the Tender Inviting Authority
- c) Appropriate records in reference to above shall be maintained by the Service Provider/Contractor at its own cost.

TENDER FORM FOR PROVIDING SANITATION SERVICES

Sr No	Particulars	Detail/ Yes or No	Page No;-
1	Registration No. of the firm / agency and One Self attested recent pass port size Photograph of the face of the Authorized person of the firm(s) /agency(ies) with Name, designation, Address, office Telephone Nos. Whether bidder is a sole proprietor/Partnership Firm/Company and if Partnership Firm, Name, Addresses & Telephone- Nos. of Director/Partners also.		
2	PAN No.		
3	Provident Fund Account No. issued by the Competent Authority. If yes, a copy of latest inspection report of Enforcement Staff of EPF Authorities for the work carried out in previous year		
4	ESI Registration No. issued by the Competent Authority		
5	Contract License issued by the Labour Commissioners under contract Labour (R&A) Act.		
6	Cost of Tender document (Bank Draft) and Fixed Deposit Receipt towards Earnest Money Deposit submitted		
7	Details of experience certificate with regard to sanitation work (with full details of the Agency (s) to whom such contracts awarded.) Copies of the Satisfactory reports should be attached.		
8	Undertaking that scrub machines/ high power vacuum cleaner etc as per Annexure 9 are available with the agency for use		
9	Undertaking on Rs. 100/- stamp paper as per format enclosed in form as per Annexure 6		
10	An affidavit on Rs. 100/- stamp paper stating that no criminal / income tax / blacklisting case is pending against the firm.		
11	Duly filled annexure 7 (experience record)		
12	Power of Attorney as applicable		
13	Power of Attorney as applicable		
14	Partnership deed or MOU/AOA if applicable		
15	Audited copy of annual return for the last three financial year certificate of annual turnover from C.A. and Income Tax Return for the last three years.		
16	Goods and Services Tax(GST) registration certificate		

Signature of Tenderer
Name & Address with
rubber stamp

FORMAT FOR PROVIDING UNDERTAKING

(To be submitted on a stamp paper of Rs. 100/-)

To

**The Principal ,
HP Govt Dental College &Hospital ,
Shimla-171001**

Subject:- Undertaking w.r.t. the Cleanliness Contract .

Sir/Madam,

On the subject I hereby Undertake as under :-

01 I, the undersigned certify that I have gone through all the terms and conditions mentioned in the tender document and undertake to comply with them.

02. The rates quoted by me are valid and binding upon me for the entire period of the Contract.

03. I, the undersigned, hereby bind myself to Govt. of H.P for providing Sanitation services at HP Govt. Dental College and Hospital Shimla for the period of the contract.

04. The security money deposited by me shall remain in the custody of the HP Govt. Dental College and Hospital Shimla, till the expiry of the contract.

05. The condition herein contained shall form part of and shall be taken as included in the agreement itself.

06. I will be wholly responsible for providing sanitation services at (Name & Address of Hospital), and will ensure deployment of persons as per action plan submitted by Hospital Administration/ altered by the hospital authority.

07. I shall be responsible to provide all benefits i.e. E.P.F. Bonus, ESI, and Leave etc. to eligible employees employed by me.

08. I shall abide by the provisions of Minimum Wages act 1948 and Contract Labour Act 1970 and other Labour laws applicable from time to time.

09. Damage to hospital property if any, due to lapse on my part/my staff may be recovered from me.

10. Should any lapse occur on my part or on my staff while discharging the services the hospital authorities may cancel my contract and award the work to another agency and the costs difference may be recovered from me and can forfeit security money.

11. The decision of (Tender Inviting Authority) will be binding upon me/us.

12. I have not been penalized by any authority for providing unsatisfactory work by any health Institutions in the State of H.P. If the facts are to be proved concealed by the service provider, he will not only be debarred *from participation in the* tender also action under criminal law will be taken against him.

Date:

Signature of the Tenderer
Seal of the agency

EXPERIENCE RECORD

- a. Total number of years of experience in providing Sanitation / Housekeeping Services Years :
- b. Details of Experience of providing Sanitation / House keeping Services:-

SR.NO.	CLIENT AGENCY	PERIOD	DETAILS OF WORK	TOTAL COST OF WORK	REMARKS

1. Details submitted in any other Performa will not be considered.
2. The details of work including the cost of work should be supported by attested copy of each client's certificate. / TDS on bill paid
3. Additional pages may be attached, if required.
4. All the pages shall be signed by the authorized signatory of the Tenderer.

Date:

Signature of the Tenderer

TENDER FOR PROVIDING SANITATION SERVICES (FORM OF AGREEMENT)

This agreement is made on the _____ day _____ 2018 between _____
(Name and address of Head of the Hospital) hereinafter called 'the Employer of the one part and
(Name & Address of contractor) hereinafter called "the Contractor" of the other part, under which
the contractor shall provide uniformed and trained personnel and will use its best endeavors to
provide Sanitation services to the Hospital during the period from (dd/mm/yyyy to dd/mm/yyyy).
NOW THIS AGREEMENT WITNESSETH as follows:

01. In this Agreement words and expression shall have the same meanings as are respectively
assigned to them in the Terms & conditions of contract hereinafter referred to.

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

- (a) Letter of acceptance for empanelment / award of contract
- (b) Terms and Conditions
- (c) Notice inviting Tender
- (d) Price Bid
- (e) Addendums, if any
- (f) Any other documents forming part of the contract.

03. In consideration of the payments to be made by the Employer to the contractor as hereinafter
mentioned, the Contractor hereby covenants with the employer to execute and complete the works/
services by in all respects with the provisions of the Contract.

04. The employer hereby covenants to pay the Contractor in consideration of the execution and
completion of the works/services, the Contract Price of Rs. being the sum stated in the letter of
acceptance subject to such additions thereto or deductions there from as may be made under the
provisions of the Contract at the times and in manner prescribed by the contract.

For and on behalf of the Contractor

For and on behalf of the Employer
the authorized official Signature of
the authorized official

Name of the official Name of the
official Stamp/Seal of the
Contractor

Stamp/ Seal of the Employer
SIGNED, SEAL AND DELIVERED
By the said By the said
Name -----

on behalf of the Contractor in the on behalf of the Employer in the
presence of the Witnesses: the presence of Witnesses:

1.SIGNATURE: 1. SIGNATURE:

NAME: NAME

DATE: DATE:

DESIGNATION: DESIGNATION:

TELEPHONE NO: TELEPHONE NO:

2. SIGNATURE: 2. SIGNATURE:

NAME: NAME:

DATE: DATE:

DESIGNATION: DESIGNATION:

TELEPHONE NO: TELEPHONE NO:

DATE:DATE:

Note:

+ To be made out by the employer at the time of finalization of the form of agreement.

** Blanks to be filled by the employer at the time of finalization of the form of agreement.

*** To be deleted if not applicable.

LIST OF EQUIPMENTS (OF ISI OR EQUIVALENT STANDARD) TO BE SUPPLIED BY THE SERVICE PROVIDER /AGENCY FOR CLEANING AND SANITATION:-

Sr. No.	List of Equipments
1	For floor care Twin Bucket Plastic ringer FI. Dust Mops with Holders Mop Refills Mop Handles Nylon Brooms with sticks Floor Scrubbing Pads (Machine) SS.Scr. Pads/ Steel wools Dust Brushes S.S. Scrappers Swabber Frame Swabber Refills Mop / Swabbers Handle Double Bucket Trolleys Extension Pole for glass cleaning Step ladder aluminium Dust Collection Unit Solution pick up Unit External environment cleaner mechanical WET/DRY VACUUM CLEANER High Pressure cleaner Ladder Light duty Machine scrubber Heavy duty auto scrubber dryer Steam cleaning machine
	For toilets Scotch pads (I X50)pkt.Floor Rubber Squeezel I, Mop Refill,Mop Stick Metal Rubber Gloves PI. Buckets Medium (10 Ur.) Hand Brush Toilet Brush
	For windows & glass Glass Cloth Sponge Pads Stainless Steel Glass Scrappers Window Glass Cleaning Window Squeeze Window Applicator
	For Furniture Fixture Duster Cloth & Feather Duster
	For Carpet Care Dusters Dust Pan Hand Brushes Carpet Brushes
	Others Deck Broom Nylon Lobby Dust Pan Web Brush Curved for AC vents Web Brush Round for Fans Scrubbing Brush Metal Handle Rags
	Attendance Bio metric attendance
	Consumables Toiletries Consumables like Liquid Soaps, hygiene care units etc.,- (List including manufacturer's specifications to be provided)

Note: In addition to these any other required /consumables item required to fulfil the terms and conditions of the tender , like phenyl , odonil , liquid soaps/ soap , bio medical waste collection bags will be provided by the service provider.