



Tender No 104/2023-24

Supply/Providing of **cleaning Housekeeping Services at AMC MET AFFILIATED COLLEGES & its attached premises**

Tender available on following website:

www.amcmet.org

<https://amc.nprocure.com>

Mile Stone Dates:

- | | |
|---|--------------------------|
| ➤ E -Tender Launching Date | 12/07/2023 |
| ➤ Last Date
(Online Submission up to) | 22/08/2023 upto 03.00 pm |
| ➤ Submission of physical tender
(Technical Bid Only) | 22/08/2023 upto 04.00 pm |
| ➤ Date for Opening of technical Bid
(Online) | 22/08/2023 at 04.00 pm |
| ➤ Date for Opening of technical Bid
(physical) | 22/08/2023 at 05.00 pm |
| ➤ Pre Bid Meeting Date and Time | 17/07/2023 at 11.30 am |

From
AMC MET

Registred Office

**AMC Medical Education Trust
Smt. NHL Municipal Medical College,
Ellisbridge,
Ahmedabad 380006
Tele. : 079-26579581
Email : dydiramcmet@gmail.com**



Invitation to Bidder

- 1 AMC Medical Education Trust is desirous to avail cleaning Housekeeping Services AT AMC MET runs COLLEGES & its attached premises.
2. Chairman, AMC MET invites online tender on behalf of AMC Medical Education Trust, only from the qualified and eligible Parties for the following work.

Sr. No.	Name of Work	Tender Fee (including GST) (Rs.)	EMD (Rs.)
1	Supply/Providing Of Mechanized cleaning Housekeeping at N.H.L. Medical College, College Hostels and SBB College of Physiotherapy	5000/-	12,70,000/-
2	Supply/Providing Of Mechanized cleaning Housekeeping at Narendra Modi Medical College, College Hostels & New Hostel & amp; Auditorium of Narendra Modi Medical College	5000/-	18,84,000/-
3	Supply/Providing Of Mechanized cleaning Housekeeping at AMC Dental College and Hostel& AMC Dental Hospital and Campus	5000/-	9,19,000/-

- 3 Eligible agencies may visit/inspect the site on any working day from between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM by contacting office of the Sanitary Inspector/Assistant Director of the respective college

Bidder has to clearly mention in the technical bid document (which is to be submitted physically at the office of AMC MET) in Annexure 1 that for how many packages he has applied for

1. After filling online details All relevant information/physical documents as specified in the Tender shall be submitted by speed post or RPAD or Courier or by hand delivery with processing fees (Tender Fees, EMD)
2. Bids must be accompanied by the earnest money (Bid Security) and Tender Fee of the amount specified for the work in the table in point 2 of this Notice Inviting Tenders and should be in the name of "AMC MEDICAL EDUCATION TRUST" payable at Ahmedabad. The earnest money will have to be in the form of DD/ Bank Guarantee as specified in the bidding document. This DD/ Bank Guarantee shall be from any of the Approved Bank to AMC Medical Education Trust. The list of the Approved Banks is specified in the Annexure 11. The Tender Fee is non refundable and shall be paid along with the tender submission.
3. Bidder has to attach self attested copies of all documents mentioned in the bid documents.
4. The bid which does not comprise Bid Security/EMD and or Tender Fees shall not be accepted and liable for rejection.
5. The Price Bid of those bidders whose bid meets the eligibility and qualification criteria will be opened.
6. Conditional Bid shall not be accepted and liable for rejection.



7. Before the deadline for submission of bids, the Authority may modify the bidding documents by using addendum. Any addendum thus issued shall be part of the bidding documents and the copy of the same should be signed and attached with tender document. The addendum shall be posted online only. Bidders are required to check for any addendum/ corrigendum before submitting online bid/ tender
8. The decision of authority for selection or rejection of the offers shall be final and binding to all. AMC MET may at its sole discretion reserved the right to form a panel of service providers- housekeeping agencies for execution of the work mentioned in the aforesaid tender to hire professional and competent services from amongst the successful bidders/ agencies, if the authority desires and agencies shows their willingness to work on L1 rate per package.
9. All other details can be seen in the bidding documents which can be downloaded from AMC MET website www.amcmet.org and <https://amc.nprocure.com>. Bidders are required to submit their bid/ tender online @ <https://amc.nprocure.com>
10. Bidders are required to submit their Bids in the format along with all necessary documents/Information specified in the Tender only by **speed post or RPAD or Courier or by hand delivery** at following address.

Office of the Director,

AMC Medical Education Trust

Smt. NHL Municipal Medical College,

Ellisbridge,

Ahmedabad – 380 006

- 11 A prospective bidder requiring any clarification of the bidding documents may notify the Authority by email or through post/courier/Email twenty four (24) hours before the Due Date of Pre Bid Meeting at the Authority's address indicated below.

Office of the Director,

AMC Medical Education Trust

Smt. NHL Municipal Medical College

Ellisbridge,

Ahmedabad – 380 006

Email Address: - dydiramcmet@gmail.com

- 12 The site for the work is available and can be seen on any working day during office hours by contacting Asst. Director at concerned Colleges



13. Information for online participation

Internet site address for e-Tendering activities will be <https://amc.nprocure.com>

Interested bidders can view detailed tender notice and download tender documents from the above mentioned website.

Bidders who wish to participate in online tender have to register with the website through the “New User Registration” link provided on the home page. Bidder will create login id & password on their own in registration process.

Bidders who wish to participate in this tender need to procure Digital Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any of the CCA approved certifying agencies, or they may contact (n) code Solution at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Certificate need not to procure the same. In case bidders need any clarification regarding online participation, they can contact

M/S (n) code Solution 301, G.N.F.C. Info Tower, Near Grand Bhagwati Hotel, Ahmedabad 380015, India. Tel: +91 79 26857316 / +91 79 26857317/ Tel: +91 79 26857318 E-Mail: URL: <https://amc.nprocure.com>.

Bidders who wish to participate in e-Tender need to fill data in predefined forms of tender fee, EMD, PQ (Technical) or experience details and Price bid only. Bidder should upload scan copies of reference documents in support of their eligibility of the bid.

Chairman, AMC MET



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1. DEFINATION

In this Tender, the following word (s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

“Authority” means the AMC Medical Education Trust and shall include its authorized successors and assigns at all times.

“Applicable Laws” means all statutes and laws promulgated or brought into force and effect by the Central Government of India or any State Government(s) or Local Government(s), including regulations and rules made by them, and judgments, decrees, injunctions, writs and orders of any court of record, as may be in force and effect during the subsistence of this Agreement or Contract.

“Applicable Permits” means all clearances, permits, authorizations, consents and approvals required to be obtained or maintained under Applicable Laws in connection with the providing housekeeping services as per the Scope of Work during the subsistence of this Agreement.

“Bid” means the proposal submitted by the Bidder(s) in response to this Tender in accordance with the provisions hereof including technical proposal and financial proposal along with all other documents forming part and in support thereof as specified in this Tender.

“Bidder” means any partnership firm or a company who submits a Bid along with Bid Security under this Tender within the stipulated time for submission of Bids.

“Bid Security” or “Earnest Money Deposit (EMD)” means Security furnished by the Bidder of amount specified in Notice Inviting Tender as part of detailed Bid.

“Bid Process” means the process of selection of the Successful Bidder through competitive bidding and includes submission of Bids, scrutiny and evaluation of such Bids as set forth in the RFP.

“Bid Value” means the aggregated amount quoted for Supply / Providing of Mechanized cleaning, Housekeeping, Services AT AMC MET AFFILIATED COLLEGES and its attached Premises as specified in Scope of Work during the Contract Period.

“Contract Period” shall have a meaning specified in clause 4.1 of General Condition of Contract section.

Equipment/Material is the Service Provider's instrument brought for providing services as per scope.

Letter of Acceptance” or “LOA” means the letter issued by Authority to the Successful Bidder to undertake and provide Service in conformity with the terms and conditions set forth in the Tender any subsequent amendments thereof and contract.

“Parties” shall mean the parties to this Agreement and “Party” shall mean either of them, as the context may admit or require.

“Performance Security” shall mean the Bank Guarantee furnished by a successful Bidder for punctual and due performance of its duties as per terms and conditions of this Tender.



Remedial Period is the period specified by Authority in which Service Provider shall be required to remedy the breach or offence or damage caused by negligence of its staff as per the direction of Authority.

Tender “shall mean this Tender document which comprises of the following sections: NIT, Instructions to Bidders, Scope of Work, General Conditions of Contract, Service Level Agreement.

“Termination” shall mean early termination of this Agreement pursuant to Termination Notice or otherwise in accordance with the provisions of this Agreement but shall not, unless the context otherwise requires, include expiry of this Agreement due to efflux of time in the normal course.

“Termination Date” shall mean the date specified in the Termination Notice or Notice of Termination as the date on which Termination occurs.

“Termination Notice” means communication issued in accordance with this Agreement by one Party to the other Party terminating this Agreement.

Successful Bidder”, shall mean the Bidder who is awarded the work under this Tender

Scope of Work is defined as the scope of works defined in clause 3 “Scope of Work” of this Tender elsewhere specified in this Bidding documents, which the Service Provider shall be required to perform during the Contract Period.

Service Provider” shall mean the Successful Bidder for providing cleaning housekeeping Services with whom AMC MET shall enter into the Agreement/Contract.

“Locations” Locations have generally following meaning but it is not limited to this only, AMC Medical Education Trust may avail the service at any other location also.

Sr. No.	Name of Institution
1	N.H.L. Medical College, College Hostels and SBB College of Physiotherapy
2	Narendra Modi Medical College, College Hostels & New Hostel & Auditorium of Narendra Modi Medical College
3	AMC Dental College and Hostel & AMC Dental Hospital and Campus

Any other term(s), not defined here in above but defined elsewhere in this Tender shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.



2. INSTRUCTION TO BIDDERS FOR BID PREPARATION AND SUBMISSION

2.1 Eligibility of Bidder

The Bidder must meet eligibility criteria specified below

- a) The applied agencies must having Three years (year 2020-21, 2021-22 & 2022-23) Average Annual turnover of Rs. as Shown in the table below from housekeeping Services. For this bidder is required to submit, Certificate of Turn Over from Certified Chartered Accountant on CA's Letter Head only.

Package No.	Name of Institution	Average Annual turnover From Housekeeping services (Year 2020-21,2021-22 & 2022-23)
Package -1	N.H.L. Medical College, SBB College of Physiotherapy & its attached premises	2.20 Crs.
Package -1	Narendra Modi Medical College & its attached premises	4.40 Crs.
Package -3	AMC Dental College, AMC Dental Hospital & its attached premises	1.65 Crs.

- b) The bidder shall have the following registrations and details of the same be provided in the Technical Bid: Agency should furnish the copies of the following documents.
(1)Registration Certificate under:
- Contract labour (R&A) Act 1970
 - ESI
 - EPF
 - Income Tax
 - G.S.T.
 - Profession Tax(EC & RC)
 - Audited Balance sheet, Income & Expenditure Account, Profit & Loss Account for Three years (i.e., 2020-21, 2021-22 & 2022-23)
- c) Proprietorship and the bidders which are constituted as Companies under the Indian Companies Act, 1956 or are Partnerships under the Indian Partnership Act, shall be eligible to apply, as a single bidder. No proprietorship firm and/or foreign national is eligible for this Work. (If any firm or company constituted before 01-04-2019 will be eligible to apply)
- d) Consortium/ joint venture is not allowed to bid.
- e) Only single entity bidder is allowed to participate in Bidding Process. Bids can be submitted by single entities only. There shall not be more than one bid from a one bidder for one package.
- f) The bidder should not be currently under debarment / black listed by any of the institute / organisation covered under State or Central Govt. For which and other necessary declaration the bidder is required to submit notarized affidavit on Stamp Paper having value of Rs. 300/- (As per Annexure-7)



- g) Following Package wise required Valid Labour license of providing no. of housekeeping staff at premises or institute in last 3 years (2020-21,2021-22 & 2022-23).copy of valid license must attached with tender & Also provide information in Annexure 15 .

Package No.	Name of Institution	valid Labour license for No. of housekeeping Man Power Supplied in 3 years
package-1	N.H.L. Medical College, SBB College of Physiotherapy & its attached premises	400
package-2	Narendra Modi Medical College & its attached premises	700
package	AMC Dental College, AMC Dental Hospital & its attached premises	400

If any bidder has valid Labour license for 700 housekeeping Man Power Supplied in 3 years than would be eligible for all 3 packages.

Qualification Criteria

The tenderer must have an experience and satisfactory work completion certificate for providing cleaning housekeeping services in Govt. or public/ private sector/trust Hospital/College/ Education Institution having/providing more than 100 manpower for package 1, 200 Manpower for Package 2, & 100 Manpower for Package 3 at one premises for at least two (2) year during the last three (3) years (2020-21,2021-22 & 2022-23). The bidder without such an experience will not qualify for consideration and his bid will not be taken in to account. (Agency must be required to enclose satisfactory work completion certificate stating no.of person deployed). Also provide information in Annexure 12. (For package 1 if tenderer provide 100 manpower at premises A in first year and 100 in premises B in next or in third year than he is eligible and this will be applicable for other package as per their norms).

2.2 Bid Submission Format

After filling online details The Bidders are required to submit the Bid in two envelopes, the details for which are specified below:

a) Envelope 1: Tender Fee and EMD

- (1) The Tender Fee for the amount specified in the Notice Inviting Tender in form of a Demand Draft/ Pay order from an approved List of Banks (As per Annexure-11) in favour of "AMC Medical Education Trust, payable at Ahmedabad. The tender fee is non refundable.
- (2) The Bid Security of the amount specified in the Notice Inviting Tender in form of a Demand Draft or Bank Guarantee from an approved List of Banks as specified in Annexure 11 in favour of "AMC Medical Education Trust, payable at Ahmedabad.

The envelope shall be super scribed as "**Envelope 1: Tender Fee and EMD**".



b) Envelope 2: Bidder Information and Qualification Bid

- (1) Letter of Bid, General information, Legal Status including MOA, AOA and Partnership Deed in case of Bidder being a Partnership Firm.
- (2) The Bidder is required to submit the annual income/ turnover for three financial years (i.e., (2020-21, 2021-22 & 2022-23) and as certified by Chartered Accountant.
- (3) Evidence in terms of necessary supporting documents i.e. Satisfactory Work completion certificate etc.
- (4) Copy of Registration certificate as per clause 2.1 C.
- (5) Notarized Power of Attorney to authorized signatory of Bidder as per Annexure 5
- (6) Affidavit on stamp paper stating that Bidder has provided true information as per Annexure 6.
- (7) Anti- Blacklisting information as per annexure 7
- (8) All the Annexure from (Annexure 1 to Annexure 15).
- (9) This Tender and amendment issued there of duly signed by Authorized signatory.

The envelope shall be super scribed “**Envelope 2: Qualification Documents**”. No separate documents are required if Bidder wants to apply for more than one packages. The Bidder is required to submit two copies of Envelope 2. One is marked as “Original” and another “Duplicate”.

c) Financial bid and Bid Security

(1) The Price Bid:

(To be submitted online only)

2.3 Language of Bid

The bid, and all correspondence and documents related to the bid exchanged between the Bidder and the Authority shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purposes of interpretation of the bid, the English translation shall prevail.

2.4 Bid Validity

- (1) Bids shall remain valid for a period of 180 days (one hundred and eighty days) from the Bid submission date specified in Notice Inviting tenders. A bid valid for a shorter period shall be rejected by the Authority as non-responsive. If any bidder withdraws his bid/ tender during the Bid Validity Period or makes any modifications in the terms and conditions of the bid, the said earnest money/Bid Security shall stand forfeited.
- (2) In exceptional circumstances, prior to expiry of the original bid validity period, the Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting his Bid Security. A bidder agreeing to the request will not be required or permitted to modify his bid but will be required to extend the validity of his Bid Security for the period of the extension, and in compliance with Clause 2.6 in all respects.



2.5 *Bid Security*

- (1) The bidder shall furnish as part of its Bid, a Bid Security in the amount as stipulated in the Notice Inviting tenders for this Work. The Bid Security shall be drawn in favour of AMC Medical Education Trust, and may be in one of the following forms:
 - a. Bank Guarantee from any Approved Bank to Authority. The list of Approved Banks to Authority is specified in Annexure 11.

The format of Bank Guarantee shall be in accordance with the sample form of Bid Security included in the Annexure-8 of Bid Document.
 - b. Demand Draft issued by any Approved Bank.
- (2) Bank Guarantees issued as surety for the bid shall be valid for 28 days beyond the validity of the bid. (i.e. 208 days from Bid Due Date).
- (3) Any bid not accompanied by an acceptable Bid security as per the clause 2.6 (1) and (2) above shall be rejected by the Authority as non-responsive and Bid Shall be considered rejected.
- (4) The Bid Security of the technically unsuccessful bidders will be returned as promptly.
- (5) The Bid Security of the successful bidder, along with second and third lowest bidder, will be returned when the successful bidder furnished the required Performance Security as per clause 2.18 and signed the agreement.
- (6) Bid security is a non interest bearing deposit.
- (7) The Bid Security may be forfeited-
 - a) In case of unclear offer and/or conditional offer, such bid is not acceptable by the Authority and so the Bid Security shall be forfeited.
 - b) In case of a fraudulent offer where information provided is found to be forged or misleading.
 - c) In case of revision and/or modification of terms of bid or withdrawal of bid during the validity period.
 - d) if the bidder withdraws his bid during the period of Bid validity;
 - e) For the successful bidder, if the Performance Security is not deposited within the stipulated time period.
 - f) If the Agreement is not executed within the time period specified in the LoA or as specified by the Authority, even though Performance Security has been paid. (In this case, both Bid Security and Performance Security will be forfeited and LoA will be cancelled).
 - g) If the successful bidder wants to withdraw before signing of Agreement.
 - h) In the event, bidder, after the issue of communication of acceptance of his bid by the Authority, fails/ refuses to start/ execute the work as herein the bidder shall be deemed to have abandoned the contract and such an act shall amount to and be construed as the bidder's calculated and willful breach of contract, the cost and consequences of which shall be to the sole account of the bidder and in such an event the Authority shall have full right to claim damages thereof in addition to the forfeiture of the Bid security deposited in terms of this bid documents.



2.6 Bid Signatory

The bidder will appoint an authorized signatory for signing the bid and acting as representative. The requisite authorization of this person in the form of Board Resolution/Partners Resolution or Power of Attorney will be required to be attached with the qualifying bid.

2.7 Deadline for Submission of Bids

- (1) Bids must be received by the Authority at the address specified in NIT not later than the time and due date specified in the Notice Inviting Tenders section.
- (2) The Authority may, at his discretion, extend the deadline for submission of bids by issuing an amendment in accordance with Clause 2.9, in which case all rights and obligations of the Authority and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.8 Amendment of Bidding Documents

- (1) Before the deadline for submission of bids, the Authority may modify the bidding documents by using addendum.
- (2) Any addendum thus issued shall be part of the bidding documents and signed copy of the same should be submitted with the Bid. The addendums shall be posted online only. Bidders are required to check for any addendum / corrigendum before submitting online bid/ tender. **(If Bidder may not submit signed ADDENDUM part it even though it implies that Bidder is agree with ADDENDUM directly)**
- (3) To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Authority may its sole discretion extend as necessary the deadline for submission of bids.

2.9 Pre Bid Meeting and Clarification of Bidding Documents

- (1) There shall be pre bid meeting on Date: 17/07/2023 at Time : 11:30 AM at the office of Authority. A prospective bidder requiring any clarification of the bidding documents may notify the Authority in person during the pre bid meeting or by email or through fax / post/ courier at the Authority's address indicated in the Notice Inviting Tenders on or before the date of pre bid meeting. The Authority shall provide response to the queries raised by prospective Bidder to the extent possible. The Authority retains rights to not to respond to any query which if found non relevant. Copies of the Authority's response will be uploaded on the website. Bidder are requested to post their queries before 24 hours of the date of pre bid meeting at the following email address:
"dydiramcmet@gmail.com"

2.10 Late Bids

- (1) Any bid received by the Authority after the deadline for submission of bids prescribed in Table in Notice Inviting Tenders will be returned unopened to the bidder.

2.11 Modification and Withdrawal of Bid

No bid may be withdrawn in the interval between the bid due date and the expiration of the validity period.



2.12 Right to call for more information /documents

If during bid evaluation, the Authority finds certain information or documents not having been submitted by the bidder, of being made available partially only, the Authority, at its sole and absolute discretion retains the right to

- a) evaluate the bid based on submitted documents only or
- b) ask for the missing information or documents from the bidders .

The Authority's decision in this case would be final and binding.

2.13 Bid Opening Process

On the day of bid opening, Envelope 1 would be opened first and the Tender fee and EMD/Bid Security shall be verified. Then Envelope 2 will be opened thereafter and its contents noted and assessed. The Technical Evaluations of each Bidder shall be carried out. Technical assessment of the Bid may then take place in absence of the bidders. The bidders qualifying as per the criteria specified in Clause 2.1 and 2.2 shall be considered qualified. Price bid of only qualified bidders shall be opened.

2.14 Bid Evaluation Method and Award Criteria

The Bidders are required to submit the Bid as per the clause 2.3 of this Tender. The Bid Evaluations shall be carried out for each envelope. The Bids of the Bidders not submitting the Demand Draft for Tender Fee and Bid Security shall be rejected. The detailed Bid Evaluations process is described below.

a) **Envelope 1:** Checks of Tender Fees and Bid Security as per the clause 2.3(a).
The Envelope 2 of only those Bidders shall be opened who provided Tender Fee and EMD as specified in as specified in the clause 2.3(a).

b) **Envelope 2:** Assessment of Eligibility and Qualification.

Assessment of eligibility and qualification of the bidder as against the criteria specified in clause 2.1 and 2.2. The bidders shall have to submit all documents as per clause 2.1, 2.2. In order to qualify for next stage of Price Bid opening, Bidders are required to meet each of the eligibility and qualification criteria .The Bidders meet all eligibility and qualification criteria shall be considered as qualified bidder.

c) **Assessment of Price Bid**

The Bidder shall have to furnish its offer online in the price bid format.

The Bidders providing favorable terms in the form of lowest offer/Bid Value for providing services shall be considered preferred bidder and considered for award of the Works/Contract.

2.15 Notification of Award

- (1) Prior to expiration of the period of bid validity prescribed by the Authority, the Authority will notify the successful bidder by cable/ fax/ email and confirmed by registered letter that his bid has been accepted. This letter (called "the Letter of Acceptance") shall name the sum which the Authority will pay the Service Provider in consideration of the providing services as specified in scope and terms of contract ("the Contract Price"/"Bid Price"). On receipt of LOA,



agency may start work as per date mentioned in LOA, delay in start of work will cause penalty of Rs. 1000 per day for delayed period.

- (2) The notification of award will constitute the formation of the Contract.

2.16 Signing of Agreement

- (1) At the same time that the Authority notifies the successful bidder that his bid has been accepted, the Authority will direct him to submit the Performance Security and attend the Authority's office on a date determined by the Authority for signing the Agreement with Concern Authority
- (2) Both the parties agree to enter into a detailed Agreement which shall consist of the Tender terms and conditions and additions, if any. Authority reserves the right to incorporate such terms and conditions in the Agreement in addition to those in the Tender, which are deemed to be necessary by it and which do not materially affect the cost and revenues of the Licensee. The Agreement shall constitute a contract between the Authority and the Licensee under the Indian Contracts Act, 1872.
- (3) The cost of agreement and duties such as stamp duty, registration charge if applicable any shall be borne by the Service Provider.

2.17 Submission of Performance Security

- (1) Within 15 (fifteen) days of the date of receipt of the Letter of Acceptance, the successful bidder shall deliver to the Authority, a Initial Performance Security in the form of D.D./Pay order or Bank Guarantee as specified in Annexure 9 from Approved Bank for an amount equivalent to 5% (five percent) of the Contract Price.
- (2) The Performance Security shall be valid for a period not less than sixty (60) days after the end of Contract Period.
- (3) Failure of the successful bidder to comply with the requirements of Performance Security and Signing of Agreement shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security including restriction on future participation in Authority's projects for a period as decided by the Authority.

2.18 Failure to agree with the terms and conditions

Failure of the successful Bidder to agree with the Terms & Conditions of the Tender shall constitute sufficient grounds for the annulment of the award, in which event Authority may award the contract to the next best value Bidder or call for new proposals.

2.19 Understanding Terms

By submitting a proposal, each Bidder shall be deemed to acknowledge that it has carefully read all parts of this Tender, including all forms, Appendix and annexes hereto, and has fully informed itself as to all existing conditions and limitations.



2.20 Authority's right to accept any proposal and to reject any proposal

Authority reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Authority's action.

2.21 Corrupt or Fraudulent Practices

- (1) The Authority will reject a proposal for award if he determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The Authority will declare the firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by AMC MEDICAL EDUCATION TRUST if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for the contract, or during execution.
- (2) "corrupt practice" means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; and
- (3) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, 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 Borrower of the benefits of free and open competition.



3. SCOPE OF WORK

SCOPE OF WORK

- a. Details of scope of work are enclosed at Annexure “B”
- b. Details of Equipments to used, Number of Manpower and material to be used at each of the premises for housekeeping job are given at Annexure “C”
- c. The numbers given in Annexure “C” are tentative. The contractor shall provide resources, to meet the contractual obligations and /or as per requirement of concerned Colleges or AMC-MET

Annexure-B

Scope of work

Cleaning Service

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre designated managers / supervisors of the contractor will supervise the awarded work. The contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Dean\Principal of concerned college. Concern College may provide staff deployment plan. They will monitor the entire work and staff deployed by the selected tenderer.

(A) Daily services

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

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conferences rooms, committee rooms, office rooms, cabins, cubicles, Hostel Rooms, cellars, resident quarters etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office, Hostel Rooms and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collecting refuse at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.
5. Spraying Room Fresheners in all rooms on a daily basis at regular intervals.



6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, training halls, committee rooms, computer labs, etc.
12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the concern hospital Officer Incharge.

(B) Waste Disposal Management

The contractor will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest corporation bin outside each premise. The contractor shall keep suitable size and specification bins at the collection area. The contractor will employ his staff for the collection / disposal work. The garbage will have to be dispose off at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection / disposal, etc.

(C) Weekly Services

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

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Tenderer will make a cleaning programme and submit to Officer Incharge, concern college for weekly cleaning so that Officer Incharge, concerned college for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to Officer Incharge, Concern College as required.



(D) Pest and Rodent Control Services

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

(E) Housekeeping Monitoring and Control

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

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the contractor supervising staff on duty daily.

2. Management / Housekeeping Service Requirements / Complaints Report

This is to be filled up by the management and administrative staff of the contractor who receive / observe the complaints / requirements for any of the services. All suggestion, complaints related to services or staff deployed by the contractor will be registered at the on the computer provided to the contractor and reported to Official Incharge concern College. The contractor will take immediate action to resolve the same failing which the penalty clause will be invoked.

3. Housekeeping Services Complaints Register

This register is to be completed on the basis of information received by the Assistant Director of Concerned College/ College's representative through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter / fax / e-mail, verbal complaints from College/ Asst. Director / Sanitary Inspector of colleges/ etc. and necessary action is to be taken.



ANNEXURE - C

RESOURCES REQUIREMENT (PART I TO III)

PART – I List of machinery to be used

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

(Package-1) N.H.L. Medical College and SBB College of Physiotherapy

Sr.	Description	N.H.L. Medical College, and SBB College of Physiotherapy	N.H.L. Medical College Hostels
1.	SCRUBBING MACHINE (TASKI)	2	2
2.	WET/DRY/VACCUM CLEANER (TASKI)	2	2
3.	HIGH PRESSURE JET (TASKI)	1	1
4.	WRINGER TROLLEY	14	14
5.	SINGLE DISK MACHINE (TASKI)	2	2
6.	BACKPACK VACCUM	1	1
7.	GLASS KIT (UNGER)	2	2
8.	TELESCOPIC POLE (UNGER)	2	2
9.	LADDER	1	1
10.	DUMMPING TROLLY	2	2
11.	MANNUAL ROAD SWEEPER	1	2
12.	DUST COLLECTOR	3	2
13.	STEAM JET (RODAK)	1	1
14.	SINAGES	As Required	As Required
15.	DRANAGE CLEANING MACHINE	1	1

**(Package-2) Narendra Modi Medical College**

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

Sr.	Description	Narendra Modi Medical College	College & Hostel	New Hostel & Auditorium of Narendra Modi Medical College
1.	SCRUBBING MACHINE	1	1	1
2.	WET/DRY/VACCUM CLEANER	1	1	1
3.	HIGH PRESSURE JET	1	1	1
4.	WRINGER TROLLEY	2	2	4
5.	SINGLE DISK MACHINE	1	1	1
6.	BACKPACK VACCUM	1	0	1
7.	GLASS KIT	1	1	1
8.	TELESCOPIC POLE	2	1	2
9.	LADDER	1	1	1
10.	DUMMPING TROLLY	1	1	1
11.	MANNUAL ROAD SWEEPER	1	1	1
12.	DUST COLLECTOR	2	1	2
13.	STEAM JET	1	0	1

**(Package-3) AMC Dental College**

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

Sr.	Description	AMC Dental College & Hostels	AMC Dental Hospital & Campus
1.	SCRUBBING MACHINE (TASKI)	2	2
2.	WET/DRY/VACCUM CLEANER (TASKI)	1	1
3.	HIGH PRESSURE JET (TASKI)	1	1
4.	WRINGER TROLLEY	6	6
5.	SINGLE DISK MACHINE (TASKI)	1	1
6.	BACKPACK VACCUM	1	1
7.	GLASS KIT (UNGER)	1	1
8.	TELESCOPIC POLE (UNGER)	1	1
9.	LADDER	1	1
10.	DUMMPING TROLLY	1	1
11.	MANNUAL ROAD SWEEPER	2	2
12.	DUST COLLECTOR	2	2
13.	STEAM JET (RODAK)	1	1
14.	SINAGES	As Required	As Required



Number of manpower to be deployed (Tentative)

PART – II (Package-1) N.H.L. Medical College & SBB College of Physiotherapy

Sr.	Particulars (B)	N.H.L. Medical College & SBB College of Physiotherapy (C)	N.H.L. Medical College Hostels (D)	Total Requirement E=(C+D)
A	Housekeeping Service			
1	Facility Executive	1	0	1
2	Housekeeping Supervisor	1	2	3
3	Trained Housekeeping Staff (Male / Female as per the requirement of the institute)	50	50	100
4	Reliever Trained Housekeeping Staff	-	4	4



Number of manpower to be deployed (Tentative)

PART – II (Package-2) Narendra Modi Medical College

Sr.	Particulars	Narendra Modi Medical College	Narendra Modi Medical College Hostel	Narendra Modi Medical Boy's Hostel & Auditorium of Narendra Modi Medical College	Total Requirement
A	Housekeeping Service				
1	Facility Executive	1	0	0	1
2	Housekeeping Supervisor	3	3	3	9
3	Trained Housekeeping Staff (Male / Female as per the requirement of the institute)	37	34	65	136
4	Reliever Trained Housekeeping Staff	1	5	10	14



Number of manpower to be deployed (Tentative)

PART – II (Package-3) AMC Dental College

Sr.	Particulars	AMC Dental College & Hostels	AMC Dental Hospital and Campus	Total Requirement
A	Housekeeping Service			
1	Facility Executive	0	1	1
2	Housekeeping Supervisor	4	4	7
3	Trained Housekeeping Staff (Male / Female as per the requirement of the institute)	34	34	61
4	Reliever Trained Housekeeping Staff	5	5	9



PART – III (Package-1) N.H.L. Medical College & SBB College of Physiotherapy

List of monthly minimum requirement of Cleaning Materials & Aids to be used

Sr.	Description	UNIT	N.H.L. Medical College & SBB College of Physiotherapy	N.H.L. Medical College Hostels
1	Acid	LTR	0	0
2	Belt & Bucket (Unger) + Tubler	NOS	2	2
3	Brasso (100 ML)	NOS	0	0
4	Bucket 14 ltrs	NOS	7	5
5	C Fold Paper Napkin	NOS	0	0
6	Carpet Brush (Hard)	NOS	3	3
7	Carry Bag (Garbage Bag)	NOS	as required	as required
8	Clip	NOS	3	3
9	Clip & Fit Mop Refill	NOS	3	3
10	cob web brush	NOS	3	3
11	Costic Soda	NOS	0	0
12	Cotton Handgloves	PAR	12	12
13	Dry Mop Refil	NOS	12	12
14	Dry Mop Set	NOS	12	12
15	Dust Collector	NOS	1	1
16	Dust Pan (Plastic Supli)	NOS	5	8
17	Dustbin	NOS	3	3
18	Ezee Mop	NOS	3	3
19	Ezee Mop Roots 75mm	NOS	3	3
20	Feather brush	NOS	3	3
21	Floor Duster	NOS	12	12
22	Fybre Hard Broom	NOS	6	6
23	Glass Duster	NOS	36	36
24	Glass Wiper	NOS	6	6
25	Green Floor Wash	LTR	30	30
26	Hand Gloves	PAR	6	6



27	Hand Wash (Liquid Soap Fem)	LTR	12	12
28	Handle	NOS	3	3
29	Hard Broom	NOS	20	20
30	Heavy Hand Gloves	PAR	2	2
31	Hipolin Powder	PKT	6	6
32	Hit Spray	NOS	18	18
33	Industrial Wiper(Unique)	NOS	6	6
34	Lifebouy – Soap	NOS	12	12
35	Mao Oil	LTR	2	2
36	mask	NOS	24	24
37	Mori Brush	NOS	3	3
38	Muslin Cloth	NOS	0	0
39	Nal Toti	NOS	3	3
40	Napthellin balls	KGS	3	3
41	Nylon Road Brush For Garden	NOS	0	0
42	Odonil (50gm)	NOS	24	24
43	Patla brush	NOS	0	0
44	Pattra	NOS	3	3
45	Plastic mug	NOS	6	6
46	Road Brush Coir 2"	NOS	0	0
47	Road Brush Nylon 2"	NOS	0	0
48	Roobber Chouk	NOS	0	0
49	Room Freshner (320 ml)	NOS	12	12
50	Round Brush	NOS	6	6
51	Rubber Brush	NOS	6	6
52	Rubber Wiper	NOS	6	6
53	Rubber Wiper	NOS	6	6
54	Scent Acid	LTR	2	2
55	Scotch Brite	NOS	24	24
56	Scraper	NOS	6	6
57	Scrubber	NOS	6	6
58	Sign Board Work in Prog.	NOS	1	1
59	Soft Broom	NOS	34	34
60	Spray Gun	NOS	12	12
61	Steels Scrubber	NOS	3	3
62	Surf exel 700GRMS	PKT	5	5
63	Sweeping Brush (Mr. Toll)	NOS	3	3
64	T.P.Roll (Toilet Roll)	NOS	0	0



65	Table Duster (Check Duster)	NOS	24	24
66	Taski D7	LTR	3	3
67	Taski R1	LTR	5	5
68	Taski R2	LTR	0	0
69	Taski R3	LTR	3	3
70	Taski R4	LTR	4	4
71	Taski R5	LTR	5	5
72	Taski R6	LTR	30	30
73	Taski R7	LTR	3	3
74	Taski Spiral	LTR	3	3
75	Taski Spiral HD	LTR	3	3
76	Trolley Bucket with Complete	NOS	3	3
77	Unger Micro Fiber Mop	NOS	0	0
78	Urinal cakes (sanicub 400 gm)	PKT	5	5
79	Visa Varsa (Ungar)	NOS	1	1
80	W.C. Brush (Hockey)	NOS	6	6
81	Wet & Dry Mop Complete 3Feet	NOS	1	1
82	Wet Mop (Refil)	NOS	6	6
83	Wet Mop (Set)	NOS	6	6
84	Wet Mop (Set) Gala	NOS	6	6
85	White Phynel – synthetics	LTR	15	15
86	Yellow Duster	NOS	12	12

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

The above material must be hand over or deposited to the store of the respective institute before the starting of the month i.e. between 25th to 30th Day of every month.

**PART – III** (Package-2) Narendra Modi Medical College**List of monthly minimum requirement of Cleaning Materials & Aids to be used**

Sr.	Description	UNIT	Narendra Modi Medical College	Narendra Modi Medical Girl's College Hostel	Narendra Modi Medical College Boy's Hostel & Auditorium
1	Acid	LTR	2	2	4
2	Belt & Bucket	NOS	2	3	3
3	Brasso (100 Ml)	NOS	2	2	3
4	Bucket 14 ltrs	NOS	3	5	5
5	C Fold Paper Napkin	NOS	0	1	1
6	Carpet Brush (Hard)	NOS	2	2	4
7	Carry Bag (Garbage Bag)	NOS	35 kg	30 kg	40 kg
8	Clip	NOS	3	3	6
9	Clip & Fit Mop Refill	NOS	3	3	4
10	cob web brush	NOS	3	5	6
11	Costic Soda	NOS	1	0	1
12	Cotton Handgloves	PAR	12	12	15
13	Dry Mop Refil	NOS	10	12	12
14	Dry Mop Set	NOS	5	3	5
15	Dust Collector	NOS	6	1	6
16	Dust Pan (Plastic Supli)	NOS	6	5	5
17	Dustbin	NOS	3	3	3
18	Ezee Mop	NOS	3	3	5
19	Ezee Mop Roots 75mm	NOS	2	1	2
20	Feather brush	NOS	6	12	15
21	Floor Duster	NOS	7	8	10
22	Fybre Hard Broom	NOS	5	14	14
23	Glass Duster	NOS	15	15	20
24	Glass Wiper	NOS	6	6	6
25	Green Floor Wash	LTR	15	15	20
26	Hand Gloves	PAR	20	30	40
27	Hand Wash (Liquid Soap Fem)	LTR	15	20	25
28	Handle	NOS	3	4	5
29	Hard Broom	NOS	24	20	24



30	Heavy Hand Gloves	PAR	12	8	12
31	Hipolin Powder	PKT	6	3	6
32	Hit Spray	NOS	12	6	12
33	Industrial Wiper(Unique)	NOS	1	1	1
34	Lifebouy – Soap	NOS	6	3	6
35	Mao Oil	LTR	2	2	2
36	mask	NOS	24	24	30
37	Mori Brush	NOS	3	6	6
38	Muslin Cloth	NOS	0	0	0
39	Nal Toti	NOS	1	1	1
40	Napthellin balls	KGS	3	2	2
41	Nylon Road Brush For Garden	NOS	0	3	3
42	Odonil (50gm)	NOS	24	12	24
43	Patla brush	NOS	0	2	2
44	Pattra	NOS	3	4	4
45	Plastic mug	NOS	3	3	3
46	Road Brush Coir 2"	NOS	1	1	1
47	Road Brush Nylon 2"	NOS	1	1	1
48	Roobber Chouk	NOS	2	2	2
49	Room Freshner (320 ml)	NOS	12	8	12
50	Round Brush	NOS	6	3	3
51	Rubber Brush	NOS	2	2	2
52	Rubber Wiper	NOS	6	3	6
53	Rubber Wiper	NOS	0	0	0
54	Scent Acid	LTR	1	1	1
55	Scotch Brite	NOS	24	24	24
56	Scraper	NOS	2	2	2
57	Scrubber	NOS	5	5	5
58	Sign Board Work in Prog.	NOS	1	1	1
59	Soft Broom	NOS	10	10	10
60	Spray Gun	NOS	5	5	5
61	Steels Scrubber	NOS	3	12	15
62	Surf exel 700GRMS	PKT	2	2	2
63	Sweeping Brush (Mr. Toll)	NOS	3	2	3
64	T.P.Roll (Toilet Roll)	NOS	3	3	3
65	Table Duster (Check Duster)	NOS	20	20	20
66	Taski D7	LTR	5	5	10
67	Taski R1	LTR	10	10	10



68	Taski R2	LTR	5	5	5
69	Taski R3	LTR	5	5	10
70	Taski R4	LTR	5	5	5
71	Taski R5	LTR	5	5	5
72	Taski R6	LTR	18	20	25
73	Taski R7	LTR	10	10	10
74	Taski Spiral	LTR	3	5	5
75	Taski Spiral HD	LTR	1	2	2
76	Trolley Bucket with Complete	NOS	5	6	6
77	Unger Micro Fiber Mop	NOS	0	3	3
78	Urinal cakes (sanicub 400 gm)	PKT	5	4	4
79	Visa Varsa (Ungar)	NOS	1	3	3
80	W.C. Brush (Hockey)	NOS	4	5	8
81	Wet & Dry Mop Complete 3Feet	NOS	1	4	4
82	Wet Mop (Refil)	NOS	16	15	15
83	Wet Mop (Set)	NOS	2	10	10
84	Wet Mop (Set) Gala	NOS	5	10	15
85	White Phynel – synthetics	LTR	12	25	25
86	Yellow Duster	NOS	12	15	15

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

The above material must be hand over or deposited to the store of the respective institute before the starting of the month. i.e. between 25th to 30th Day of every month.

**PART – III (Package-3) AMC Dental College****List of monthly minimum requirement of Cleaning Materials & Aids to be used**

Sr.	Description	UNIT	AMC Dental College & Hostels	AMC Hospital and Campus
1	Acid	LTR	30	30
2	Belt & Bucket (Unger)	NOS	0	0
3	Brasso (100 Ml)	NOS	7	7
4	Bucket 14 ltrs	NOS	14	14
5	C Fold Paper Napkin	NOS	0	0
6	Carpet Brush (Hard)	NOS	7	7
7	Carry Bag (Garbage Bag)	NOS	0	0
8	Clip	NOS	7	7
9	Clip & Fit Mop Refill	NOS	7	7
10	cob web brush	NOS	7	7
11	Costic Soda	NOS	0	0
12	Cotton Handgloves	PAR	7	7
13	Dry Mop Refil	NOS	29	29
14	Dry Mop Set	NOS	14	14
15	Dust Collector	NOS	1	1
16	Dust Pan (Plastic Supli)	NOS	14	14
17	Dustbin	NOS	7	7
18	Ezee Mop	NOS	2	2
19	Ezee Mop Roots 75mm	NOS	6	6
20	Feather brush	NOS	43	43
21	Floor Duster	NOS	43	43
22	Fybre Hard Broom	NOS	29	29
23	Glass Duster	NOS	43	43
24	Glass Wiper	NOS	14	14
25	Green Floor Wash	LTR	42	42
26	Hand Gloves	PAR	14	14
27	Hand Wash (Liquid Soap Fem)	LTR	0	0
28	Handle	NOS	7	7
29	Hard Broom	NOS	43	43
30	Heavy Hand Gloves	PAR	29	29
31	Hipolin Powder	PKT	4	4
32	Hit Spray	NOS	14	14



33	Industrial Wiper(Unique)	NOS	14	14
34	Lifebouy – Soap	NOS	7	7
35	Mao Oil	LTR	2	2
36	mask	NOS	72	72
37	Mori Brush	NOS	14	14
38	Muslin Cloth	NOS	0	0
39	Nal Toti	NOS	0	0
40	Naphthellin balls	KGS	4	4
41	Nylon Road Brush For Garden	NOS	7	7
42	Odonil (50gm)	NOS	29	29
43	Patla brush	NOS	7	7
44	Pattra	NOS	7	7
45	Plastic mug	NOS	14	14
46	Road Brush Coir 2"	NOS	7	7
47	Road Brush Nylon 2"	NOS	7	7
48	Roobber Chouk	NOS	7	7
49	Room Freshner (320 ml)	NOS	29	29
50	Round Brush	NOS	7	7
51	Rubber Brush	NOS	0	0
52	Rubber Wiper	NOS	0	0
53	Rubber Wiper	NOS	14	14
54	Scent Acid	LTR	6	6
55	Scotch Brite	NOS	43	43
56	Scraper	NOS	29	29
57	Scrubber	NOS	29	29
58	Sign Board Work in Prog.	NOS	0	0
59	Soft Broom	NOS	60	60
60	Spray Gun	NOS	14	14
61	Steels Scrubber	NOS	7	7
62	Surf exel 700GRMS	PKT	2	2
63	Sweeping Brush (Mr. Toll)	NOS	7	7
64	T.P.Roll (Toilet Roll)	NOS	3	3
65	Table Duster (Check Duster)	NOS	43	43
66	Taski D7	LTR	18	18
67	Taski R1	LTR	30	30
68	Taski R2	LTR	36	36
69	Taski R3	LTR	30	30
70	Taski R4	LTR	30	30



71	Taski R5	LTR	30	30
72	Taski R6	LTR	30	30
73	Taski R7	LTR	12	12
74	Taski Spiral	LTR	24	24
75	Taski Spiral HD	LTR	12	12
76	Trolley Bucket with Complete	NOS	3	3
77	Unger Micro Fiber Mop	NOS	2	2
78	Urinal cakes (sanicub 400 gm)	PKT	6	6
79	Visa Varsa (Ungar)	NOS	7	7
80	W.C. Brush (Hockey)	NOS	2	2
81	Wet & Dry Mop Complete 3Feet	NOS	1	1
82	Wet Mop (Refil)	NOS	29	29
83	Wet Mop (Set)	NOS	29	29
84	Wet Mop (Set) Gala	NOS	7	7
85	White Phynel – synthetics	LTR	35	35
86	Yellow Duster	NOS	72	72

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

The above material must be hand over or deposited to the store of the respective institute before the starting of the month i.e. between 25th to 30th Day of every month.



ADDITIONAL SCOPE AND PARTICULAR CONDITIONS

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

The Services include:-

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

6. GLASS WINDOWS AND DOORS

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

7. GARBAGE DISPOSAL

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

CLEANING SCHEDULE

PUBLIC AREA WASHROOM

1	Cleaning with wizard	Cleaning will be done after every half hour and boy will be stationed there	Wizard	Room Boy
2	Washroom cleaning with sodium hypochlorite	Cleaning will be done after every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy

CORRIDOR

1	Mopping with dry mop	In continuation	Flat Mop	Room Boy
2	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy
3	Mopping with sodium hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy

LOBBY

1	Dusting	In continuation	Z Colour	Room Boy
2	Brushing with dry Mop	In continuation	Flat Mop	Room Boy
3	Mopping with wizard	After every 3hours as and when required	Wizard	Room Boy



4	Mopping with sodium hypochlorite	After every 8 hours as and when required	1% Sodium Hypochlorite	Room Boy
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ADMINISTRATION RECORD ROOM / STORAGE ROOM ENGINEERING OFFICE/OTHER OFFICES

1	Brushing	Once in a day it starts from 7.30 am as and when required	Feather Brush	Room Boy
2	Mopping with Wizard	Once in a day it starts from 7.30 am as and when required	Wizard	Room Boy

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

Mops cleaning – Detergent wash and dry.

Buckets – Detergent wash and dry.

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

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

DISPOSAL OF BIO- MEDICAL WASTE

DEFINITIONS

- Categories of waste
- Anatomical waste – Tissues, organ, body parts.
- Soiled waste – blood and body fluids, stained dressings, swabs, cotton etc. solid plaster costs.
- ☐ Plastic Waste – IV sets and tubing, gloves, catheters, vacutainers and syringes (without needles), urine bags, blood bags.
- Microbiology waste – lab cultures.
- Sharps – Syringes with needles, burnt needles, stylets, scalpels, lancets, blades,



broken ampoules.

- Liquid waste – waste from laboratory and washing, cleaning and disinfection.
- Expired Medicines.
- General waste – paper, cardboard, unbroken glass bottles.
- Solid Waste: Green/ Blue: Rules and Regulation of Ahmedabad Municipal Corporation Solid waste management and other related Government Rules.

RESOURCES REQUIRED

Part - 1

Biomedical wastes categories and their segregation, collection, treatment, processing and disposal options

Category	Type of Waste	Type of Bag or Container to be used	Treatment and Disposal options
(1)	(2)	(3)	(4)
Yellow	(a) Human Anatomical Waste : Human tissues, organs, body parts and fetus below the viability period (as per the Medical Termination of Pregnancy Act 1971, amended from time to time).	Yellow Coloured non-chlorinated plastic bags	Incineration or Plasma Pyrolysis or deep burial*
	(b) Animal Anatomical Waste : Experimental animal carcasses, body parts, organs, tissues, including the waste generated from animals used in experiments or testing in veterinary hospitals or Colleges or animal houses.		
	(c) Soiled Waste: Items contaminated with blood, body fluids like dressings, plaster casts, cotton swabs and bags containing residual or discarded blood and blood components.		Incineration or Plasma Pyrolysis or deep burial* In absence of above facilities, autoclaving or micro -waving / hydroclaving followed by shredding or mutilation or combination of sterilization and shredding. Treated waste to be sent for energy recovery.
	(d) Expired or Discarded Medicines : Pharmaceutical waste like antibiotics, cytotoxic drugs including all items contaminated with cytotoxic drugs along with glass or plastic ampoules, vials etc.	Yellow coloured non-chlorinated plastic bags or containers	Expired 'cytotoxic' drugs and items contaminated with cytotoxic drugs to be returned back to the manufacturer or supplier for incineration at temperature >12000C or to common bio-medical waste treatment facility or hazardous



			waste treatment, storage and disposal facility for incineration or at > 12000C or Encapsulation or Plasma Pyrolysis at > 12000C. All other discarded medicines shall be either sent back to manufacturer or disposed by incineration.
	(e) Chemical Waste: Chemicals used in production of biological and used or discarded disinfectants.	Yellow coloured containers or non-chlorinated plastic bags	Disposed of by incineration or Plasma Pyrolysis or Encapsulation in hazardous waste treatment, storage and Disposal facility.
	(f) Chemical Liquid Waste : Liquid waste generated due to use of chemicals in production of biological and used or discarded disinfectants, Silver X-Ray film developing liquid, discarded formalin, infected secretions, aspirated body fluids, liquid from laboratories and floor washings, cleaning, house-keeping and disinfecting activities etc.	Separate collection system leading to effluent treatment system	After resource recovery, the chemical liquid waste shall be pre-treated before mixing with other waste water. The combined discharge shall conform to the discharge norms given in Schedule III.
	(g) Discarded linen, mattresses, beddings contaminated with blood or body fluid.	Non-chlorinated yellow plastic bags or suitable packing material	Non-chlorinated chemical disinfection followed by incineration or Plazma Pyrolysis or energy recovery. In absence of above facilities, shredding or mutilation or combination of sterilization and shredding, Treated waste to be sent for energy recovery or incineration or Plazma Pyrolysis.
	(h) Microbiology, Biotechnology and other clinical laboratory waste : Blood bags, Laboratory cultures, stocks or specimens of micro-organisms, live or attenuated vaccines, human and animal cell cultures used in research, industrial laboratories, production of biological, residual toxins, dishes and devices used for cultures.	Autoclave safe plastic bags or containers	Pre-treat to sterilize with non-chlorinated chemicals on-site as per National AIDS Control Organization or World Health Organization guidelines thereafter for Incineration.



Red	Contaminated Waste (Recyclable) (a) Wasted generated from disposable items such a tubing, bottles, intravenous tubes and sets, catheters, urine bags, syringes (without needles and fixed needle syringes) and vaccutainers with their needles cut) and gloves.	Red coloured non-chlorinated plastic bags or containers	Autoclaving or micro-waving / hydroclaving followed by shredding or mutilation or combination of sterilization and shredding, treated waste to be sent to registered or authorized recyclers or for energy recovery or plastics to diesel or fuel oil or for road making, whichever is possible. Plastic waste should not be sent to landfill sites.
White (Translucent)	Waste Sharps including Metals: Needles, Syringes with fixed needles, needles from needle tip cutter or burner, scalpels, blades or any other contaminated sharp object that may cause puncture and cuts, This includes both used, discarded and contaminated metal sharps	Puncture proof, Leak proof, tamper proof containers	Autoclaving or Dry Heat Sterilization followed by shredding or mutilation or encapsulation in metal container or cement concrete; combination of shredding cum autoclaving; and sent for final disposal to iron foundries (having consent to operate from the State Pollution Control Boards or Pollution Control Committees) or sanitary landfill or designated concreter waste sharp pit.
Blue	(a) Glassware: Broken or discarded and contaminated glass including medicine vials and ampoules except those contaminated with cytotoxic wastes.	Cardboard boxes with blue colored marking	Disinfection (by soaking the washed glass waste after cleaning with detergent and Sodium Hypochlorite treatment) or through autoclaving or microwaving or hydroclaving and then sent for recycling.
	(b) Metallic Body Implants	Cardboard boxes with blue colored marking	



Part - 2

- (1) All plastic bags shall be as per BIS standards as and when published, till then the prevailing Plastic Waste Management Rules shall be applicable.
- (2) Chemical treatment using at least 10% Sodium Hypochlorite having 30% residual chlorine for twenty minutes or any other equivalent chemical reagent that should demonstrate $\text{Log}_{10}4$ reduction efficiency for microorganisms as given in Schedule-III.
- (3) Mutilation or shredding must be to an extent to prevent unauthorized reuse.
- (4) There will be no chemical pretreatment before incineration, except for microbiological, lab and highly infectious waste.
- (5) Incineration ash (ash from incineration of any bio-medical waste) shall be disposed through hazardous waste treatment, storage and disposal facility,, if toxic or hazardous constituents are present beyond the prescribed limits as given in the Hazardous Waste (Management, Handling and Trans boundary Movement) Rules, 2008 or as revised from time to time.
- (6) Dead Fetus below the viability period (as per the Medial Termination of Pregnancy Act 1971, amended from time to time) can be considered as human anatomical waste. Such waste should be handed over to the operator of common bio-medical waste treatment and disposal facility in yellow bag with a copy of the official Medical Termination of Pregnancy certificate from the obstetrician or the Medical Superintendent of hospital or healthcare establishment.
- (7) Cytotoxic drug vials shall not be handed over to unauthorized person under any circumstances. These shall be sent back to the manufactures for necessary disposal at a single point. As a second option, these may be sent for incineration at common bio-medical waste treatment and disposal facility or TSDF or plasma pyropys is at temperature $> 1200^{\circ}\text{C}$.
- (8) Residual or discarded chemical wastes, used or discarded disinfectants and chemical sludge can be disposed at hazardous waste treatment, storage and disposal facility. In such case, the waste should be sent to hazardous waste treatment, storage and disposal facility through operator of common bio-medical waste treatment and disposal facility only.
- (9) On-site pre-treatment of laboratory waste, microbiological waste, blood samples and blood bags should be disinfected or sterilized as per the Guidelines of World Health Organization or National AIDS Control Organization and then given to the common bio-medical waste treatment and disposal facility.



- (10) Installation of in-house incinerator is not allowed. However in case there is no common biomedical facility nearby, the same may be installed by the occupier after taking authorization from the State Pollution Control Board.
- (11) Syringes should be either mutilated or needles should be cut and or stores in tamper proof, leak proof and puncture proof containers for sharps storage. Wherever the occupier is not linked to a disposal facility it shall be the responsibility of the occupier to sterilize and dispose in the manner prescribed.
- (12) Bio-medical waste generated in households during healthcare activities shall be segregated as per these rules and handed over in separate bags or containers to municipal waste collectors, Urban Local Bodies shall have tie up with the common bio-medical waste treatment and disposal facility to pickup this waste from the Material Recovery Facility (MRF) or from the house hold directly, for final disposal in the manner as prescribed in this Schedule.

METHOD AND PROCEDURE

- Anatomical waste will be collected in yellow bag and will be given to centralized waste management contractor.
- Soiled waste – will be segregated and collected in red bags and will be given to centralized waste management contractor.
- Plastic waste will be collected in blue bags and will be autoclaved chemically disinfected and then shredded.
- Sharps will be collected in puncture proof container and will be given to centralized waste management contractor.
- Microbiology waste will be autoclaved.
- Liquid waste will be disinfected with hypochlorite solution before disposal.
- Expired Medicines will be sent to pharmacy for return.
- General waste will be collected in black bag and will be disposed as normal waste.
- Solid Waste : Green : R & R / As per Ahmedabad Municipal Corporation Solid wastemanagement.

The following shall be followed:-

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



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- XII. All above things record is to be maintained by Tender Party.
- XII. If for any reason, it becomes necessary to store the waste beyond such period, the authorized person must take permission from the authorities and take measure to ensure that the waste doesn't adversely affect human health and environment.

"Bio-Medical Waste Management and Handling Rules, 2016" shall and subsequent amendments, if any be adhered to. Link is provided here.
http://envfor.nic.in/sites/default/files/BMW%20Rules,%202016_1.pdf



4. GENERAL CONDITION OF CONTRACT

4.1 Contract Period

- (1) The Contract Period shall be of two(2) years commencing from the date of work order which is extendable up to Two (2) years on mutual consent upon establishment of satisfactory performance to the Authority.
- (2) In the event of Termination, the Concession Period shall mean and be limited to the period commencing from the Commencement Date and ending with the Termination.
- (3) In case of extension of Contract Period, the Service Provider is required to submit Performance Security of the value and of the validity as decided by the Authority during the time of increase the validity period of Performance Security for such period.

4.2 Obligation and duties of Service Provider.

- (1) The Service Provider shall be required to do punctual and satisfactory performance of its Scope specified in Clause 3.
- (2) Deploy the personnel of required numbers at the locations as specified by the Authority as and when required at the cost of the Service Provider. Authority shall not provide any logistic/transportation cost.
- (3) The Service Provider shall protect the premises and assets of Authority at the location where they work, The Service Provider will be responsible for unlawful activities carried out by their employee and will attract penal action.
- (4) The Service Provider shall not claim any amount more than the amount fixed by way of contract by the Authority.
- (5) The Service Provider shall be responsible to adhere with the conditions of the Minimum Wages Act for making the payment of salary/ wages to the staff deployed.
- (6) The Service Provider shall ensure that during situations of natural calamities, riots, disturbances or any other Force Majeure events, all personnel deployed by the Service Provider shall perform the allocated duties in full strength and continue to protect the property / staff of Authority.
- (7) The Service Provider shall have to ensure satisfactory standards of its competency, conduct, cleanliness, uniforms and integrity of the personnel deployed.
- (8) The Service Provider shall have to supervise and monitor the acts and duties of the personnel deployed on regular basis and ensure effective discharge of their duties.

Supply/Providing of **cleaning** Housekeeping Services at AMC MET AFFILIATED COLLEGES & its attached premises



- (9) In case Authority or supervisor of Authority observed neglect of duty, undesirable act, act against the interest of Authority, misbehavior and consumption of alcohol while on duty, the Authority shall direct the Service Provider for replacement of such personnel on immediate effect (within one hour of intimation from Authority). The Service Provider is required to act proactively and replace all such persons with competent persons. Such acts of personnel of the Service Provider shall attract penalties/damages as specified in the Damage/Penalty clause.
- (10) Agency shall not transfer or assign contract to any other party in whole or in part. The subcontracting is not allowed. Such instance would lead to Termination and forfeiture of Performance Security.
- (11)The Service Provider shall indemnify and hold harmless Authority & its employees, for any losses that it might suffer while performing its duties/scope/ services. The Authority shall not defend the Service Provider or any its employee in courts by any person who has commenced court proceeding while performing its duties. The expense on all such account shall be borne by the Service Provider only.
- (12)The personnel deployed by the Service Provider shall be deemed to be employee of the Service Provider and shall not be considered or deemed to be the employees and of the Authority.
- (13)The Service Provider shall be required to inform the Authority three days prior to execution of contract the names and other required details of the persons to be deployed. Such person shall be issued a laminated I.C affixing latest photograph giving details of Name, Age, Name of the Agency, date of appointment and any other details, duly signed by responsible officer of the Agency. The identity card should be worn by each staff on their uniform which shall in turn give details regarding their full name, age identity marks, signatures of the bearer and also of the issuing authority and seal.
- (14) The Service Provider and/or its staff shall ensure that the Personnel deployed wears only approved uniform by the Authority.
- (15)The Service Provider shall be required to provide uniform to Personnel deployed. Authority shall not be liable to supply uniform dress or any other materials.
- (16)In case the person so deployed is found to be "not alert" or "not in proper uniform dress" or commits any breach of any of the terms and conditions of the contract, the Authority shall have the right to impose any punishment or fine/damages as specified in the Damage/Penalty clause.
- (17)The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the authorized person of Authority at any time without assigning any reason whatsoever.
- (18)The Service Provider shall be solely liable for all payment / dues of the personnel employed and deployed by it. The Service Provider shall fully indemnify Authority against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or Enforcement of the provisions of any of the labour or other laws to the extent they are Applicable.

Supply/Providing of cleaning Housekeeping Services at AMC MET AFFILIATED COLLEGES & its attached premises



- (19)The Service Provider shall be absolutely responsible and liable for any and all personal injuries or death and / or property damage or losses suffered due to negligence of the Service Provider's personnel in their performance of the services required under the contract or any other reasons.
- (20)Authority shall not be liable to offer legal services for the offence, if any, committed any staff of the Service Provider.
- (21)The Service Provider shall only be liable for any illegal action or omission made by the personnel employed by it.
- (22)The Service Provider shall be liable take appropriate **insurance cover** of all personnel employed and third party insurance and provide documentary evidence to Authority from time to time. The insurance cover shall be valid till contract period. Proceed of the insurance shall be applied to cover the claim from the third party, Authority staff and service provider's employee.
- (23)The Service Provider is required to comply with all legal and statutory requirements such as valid license, labour laws including wages, maintenance of registration under the various acts during the Contract Period. Authority may ask for providing evidence of all such legal requirements. Non compliance of such legal requirements shall be considered as breach and default by the Service Provider and Authority may withheld payments and impose penalties or damages for such breach as specified in 4.6. If not so specified then it shall be decided by the Authority.
- (24)The Service Provider shall ensure that all relevant licenses pertaining to provision of applicable act have been obtained from relevant Government Authorities for respective sites / premises.
- (25) Agency supervisor has to check attendance of the staff daily and get it counter signed by the concerned department of Authority and also maintain daily attendance register.
- (26)The Service Provider shall be required to abide by instructions issued by the Authority time to time.
- (27)Ensure alertness and attentiveness of the personnel deployed through surprise checks (during day and night).
- (28)Submit a monthly report of compliance clearly stating complaint received, action taken and happenings in the sites / premises of the Authority where it has been directed to provide services.
- (29)A local representative of the Service Provider shall be in-charge of the project and shall be responsible for the efficient rendering of the service under the contract. While working at the sites/ premises, they shall work under directives and guidance of the Authority and will be answerable to the Authority for acts. This will, however, not diminish in any way, the agency's responsibility under contract to Authority.



- (30) The Service Provider shall ensure that the personnel deployed by it are disciplined and do not Participate in any prejudicial activity to the interest of the AMC MET Medical Education Trust / Govt. of India / any state / or any union territory.
- (31) The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Authority. Proposals for efficient functioning housekeeping systems shall be discussed, considered and implemented from time to time by the agency with approval of Authority.
- (32) AMC MET/ Hospital/college will be entitled to issue oral orders to the Bidder for any work required by reason of such emergency. AMC MET/ Hospitals/college shall ensure that such oral orders shall be followed up with written communication.
- (33) In the event of any personnel being on leave / absent, the agency shall ensure suitable alternative arrangement to make up for such absence.
- (34) Staff requirement mentioned in tender is tentative .It may vary time to time.
- (35) Provide additional staff as and when required by the Authority as specified in the scope. If any point of time AMCMET authority inform service provider to start work at other place not defined in tender than service provider may provide staff at rate quoted in tender and as per same tender condition
- (36) BIO Metric Attendance of all the employee must be done on daily basis on joining the duty and at end of the duty
- (37) No complaint will be entertained after opening of Financial Bid from any Tenderer or others.
- (38) No complaint will be entertained from third party who has not participated in tender after opening of Technical Bid.

Variations

AMC MET's official\concerned college's Dean/Principal may order variations in the scope or quantum of work through a written variation order. The payment for the variation shall be worked out on the basis of contract rates for manpower and prorate for additional areas for equipments, toiletries etc.

Payment Procedure:

Payment will be made after submission of bill (triplicate) in the succeeding month. Payment of the bill will be based on computerized print outs in standardized Performa approved by DIRECTOR, AMC MET along with computerized Bio metric generated attendance sheet in respect of the persons deployed. Awarded Agency has to submit the details as per Annexure-13 and Annexure-14 with their monthly bill and any point of time any other necessary details asked by AMC MET Authority has to be provided to make payment



4.3 Obligation of Authority

1. Authority is responsible for correctness and completeness of the Scope of the Work.
2. Allocate the location to Service Provider for carry out its obligations under this Contract and Scope of Work.
3. Make regular payment to the Service Provider for its punctual performance of obligations and scope.

4.4 Payment Terms

(A) Payment Procedures and terms

- (1) The payment to the Service Provider shall be made on Monthly basis. The monthly payment of service provided shall start from the end of the first month of deployment.
- (2) The Service Provider shall raise regular monthly invoice and submit to Authority.
- (3) No extra amount other than contractual liability to housekeeping and manpower staff or Agency will be paid to any of the servants or employees or Officers of the person or institution to whom the contract is given.
- (4) The Service Provider shall submit self certified annexure-13 and 14 and photocopy of the monthly attendance record / format as per the given by authority (i.e. name and no of personnel deployed for each shift, location of deployment, designation and their attendance etc) along with the monthly bill. The attendance record shall be prepared from the daily register and bio metric attendance system. The Service Provider shall maintain the record displaying the attendance/presence of no of manpower personnel for each shift along with location, and designation. This Register should be countersigned everyday by authorized representative of the Authority.
- (5) Upon receipt of the invoice, Authority will verify the invoice against the records of attendance register and adjusted against any error, damages/penalties and other adjustment as may be applicable against the invoice under the terms of contract/agreement. The Authority shall make pay (agreed amount as per agreement) to Service Provider after making any tax deductions at source as applicable under Income Tax law governing in India.
- (6) Agency should provide the bank details of all staff before deploying to the locations and produce the monthly statement of payment along with last month's ECR proof of EPF Payment and ESIC payment of these staff with issuing bills for the next month.
- (7) Agency has to submit bio metric attendance of his deployment to the Authority.
- (8) Agency may make payment to their staff within 7 days after ending of each month directly in their bank account.

(B) Other terms

- (1) The Service Provider will not be entitled to any other expenses except the fixed in the contract. The Authority has right to direct the Agency to make payment to the staff in the presence of the representative of Authority.

Supply/Providing of **cleaning** Housekeeping Services at AMC MET AFFILIATED COLLEGES & its attached premises



- (2) In case, the person so deployed is found 'Absent' or sleeping the Authority will charge penalties as specified in the Damage/Penalty clause from the monthly contractual payments to the Service Provider.
- (3) On occurrence of instances where personnel deployed for providing services are found to be engaged in irregular/unethical activities and non performance the Authority shall deduct the requisite amount at the pro rata basis from the bill of the Service Provider besides imposition of penalty/damages for non performance of the terms of contract.
- (4) The Authority shall pay additional amount for additional personnel deployed by the Service Provider at the same terms as agreed specified in the contract. Provided such deployment of additional personnel should have been as per the direction of the Authority.
- (5) The Service provider is solely liable and responsible for pay allowance and salary to personnel engaged by it as per the prevailing labour laws and liable for any breach of any prevailing laws during the Contract Period and Authority shall not be liable for any violation of any breach or law by the Service Provider.
- (6) The Service provider has to maintain attendance as per the instruction of authority.

4.5 Performance Security

(A) Submission of Performance Security

- (1) The Service Provider shall submit the Performance Security within the time period and terms (i.e. amount, validity period and form) specified in clause 2.18 of ITB.
- (2) Provided that if the contract is terminated for reasons other than attributable to the Service Provider's breach or non performance, the Performance Security, shall, subject to the Authority's right to receive amounts, if any, due from the Service Provider under this contract, be duly discharged and released to the Service Provider.

(B) Submission of Performance Security

The Authority shall be entitled to encash the Performance Security fully or partially as the case may be, through a notice of 30 days ("Encashment Notice") under the following circumstances:



-
- (i) Non payment of any dues by the Service Provider to the Authority as required to be paid under the Contract/Agreement including damages/penalties as provided.

 - (ii) An Event of Default not being remedied in **Remedial Period** by the Service Provider despite notice as provided in this Agreement.

Provided the extend of such encashment shall be no greater in amount than that required to remedy the circumstances warranting encashment stipulated above and provided further that in case of any encashment of the Performance Security pursuant to the Encashment Notice, the Authority may return the amount so encashed if the circumstances requiring the encashment have been remedied to the full satisfaction of the Authority.

The provision under this Sub-Clause authorizing the Authority to encash the Performance Security shall be exercisable in addition to and without prejudice to the Authority's right to do so under any other similar provision the contract permitting encashment.

(C) Submission of Fresh Performance Security

In the event of the encashment of the Performance Security by the Authority pursuant to Encashment Notice issued, the Service Provider shall within 20 (twenty) days of the Encashment Notice furnish fresh Performance Security to the Authority, failing which the Authority shall be entitled to terminate Service Provider Agreement by giving 30 days notice in accordance with the provisions herein.

4.6 Damages/Penalties

The Authority reserves the right to impose following agreed damages/penalties to the Service Provider for non performance or breach of its duties, obligation and contract conditions:



1- SLAs for Monitoring performance

The SLAs and penalties that will be applied for measuring the performance of your company are detailed below.

Sr. No.	Description	Penalty
1	Cleanliness is not upto the mark	Rs. 500/- per complaint if not resolved within one hour after reporting by official incharge.
2	Bad Smelling in toilet	Rs. 1000/- per complain if not resolved within one hour after reporting by official incharge.
3	Disposal of bio-medical waste not properly	Rs. 1000/- per complaint
4	Any deviation in the material quality and quantity quoted will invoke penalty	Rs. 1000/- per complain per day
5	staff not in uniform and without i card	Rs. 500/-per head per day

Manpower

- a. Any misconduct/misbehavior on the part of the manpower deployed by the contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to Officer Incharge, concern colleges/hospitals.
- b. The Contractor should ensure to maintain adequate number of manpower as per order given or "**Annexure "C"**" and also arrange a pool of stand by housekeeping staff/supervisor. in case any housekeeping and other staff/supervisor absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping and other staff. If the required numbers of workers/supervisor/manager is less than required number of manpower as per order given or as per **Annexure "C"** a penalty @Rs.400/- per worker per day will be deducted from the bill.

During the Contract Period, any theft (partial or otherwise) of the installations / property or, damage caused to the installation / property on account of forced entry or similar acts leading to the deterioration or loss of the installations / property or any other loss/damages to Authority and/or to the Third Party, caused due to the omission, negligence, default or deficiency in service or obligations/duties of the personnel deployed by the Service Provider, the Service Provider shall be liable to make good such loss or damage estimated by the independent valuation agency appointed by the Authority for this purposes. On no performance of remedy of damage, the Authority shall reserve the right to seek compensation by way of damages or recover the sum from the Performance Security or deduct the same from the monthly bills raised by the Service Provider to the Authority, and / or invoke Performance Bank Guarantee whichever is likely to meet the requirements of the Authority in its own view. If amount exceeds the performance security then the Service Provider shall be liable to pay the said amount with interest @ 12% per annum thereon from the seven days from the date of demand till the date of actual payments



Materials

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

4.7 Termination due to Event of Default of the Service Provider

Occurrence of following Events shall be considered as the Default by the Service Provider (the "Service Provider's Event of Default"):

- a) The Service Provider fails to deploy the personnel in time period specified as per the direction of the Authority.
- b) The Service Provider fails to accompany with the applicable laws, rules, regulation with respect to labour laws, arm license and any other applicable law.
- c) The Service Provider does not maintain a Performance Security, which is required as per terms of this Contract.
- d) Any breach or offence or non performance which has caused serious damage to Authority's assets.
- e) The Service Provider sub contracts the scope of work.
- f) Repetitive breach, offence and non performance of duties, scope and obligations of the Service Provider and does not cure the breach, offence or its non performance in Remedial period as specified by the Authority.
- g) The Service Provider becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his creditors, or carries on business under receiver, trustee or manager for the benefit of his creditors, or if any act is done or event occurs which (under applicable Laws) has a similar effect to any of these acts or events.
- h) Change in Service Provider's Ownership during this Contract without prior consent of Authority.
- i) The Service Provider fails to procure and maintain insurance cover as required as per terms of this Contract.
- j) Any time it is found that the Service Provider or its employee/security personnel deployed has indulged in the unauthorized and illegal activities at the Authority's premises.



- k) The Service Provider failed to make any payments/damages/penalties due to Authority within period specified without any valid reason.
- l) The Service Provider repudiates this Agreement or otherwise evidences an intention not to be bound by this Agreement.
- m) Any representation made or warranties given by the Service Provider under this Agreement is found to be false or misleading

On occurrence of any of above events or circumstances, the Authority shall provide notice to the Service Provider to remedy the breach/ Default in reasonable time period specified in the notice. If the Service Provider shall not cure or remedy the default/ breach then the Authority may at its sole discretion, upon giving 7 days notice to the Service Provider, terminate the contract.

The Authority's election to terminate the contract shall not prejudice any other rights of the Authority, under the contract or otherwise. The Authority may at its sole discretion forfeit the Performance Security and may recover from the amount due to the Service Provider on occurrence of any of the Service Provider's Event of Default.

4.8 Termination due to Event of Default of the Authority

Occurrence of following Events shall be considered as the Default by the Authority (the "Authority Event of Default"):

- a) The Authority repudiates this Contract or otherwise evidences an intention not to be bound by this Contract/Agreement.
- b) The Authority failed to make any payments due to the Service Provider within period specified in the Contract without any valid reason.
- c) The Authority or any Governmental Agency has by an act of commission created circumstances that have a Material Adverse Effect on the performance of its obligations by the Service Provider and has failed to cure the same within 40 days of notice thereof by the Service Provider.
- d) Any representation made or warranties given by the Authority under this Agreement is found to be false or misleading.

Upon occurrence of all such events, Service Provider may send notice to Authority indicating the types of Breach/default and reasons for which Service Provider's obligations, scope and duties cannot be achieved. Upon non cure of default in reasonable time period, Service Provider may upon giving 15 days notice to the Authority, terminate the contract.



4.9 Force Majeure

- (1) Neither party shall be liable to the other for any loss or damage occasioned by or arising out of acts of god, and in particular, unprecedented Floods, volcanic eruption, earth quake or other convulsion of nature, and other acts such as but not restricted to general strike, invasion, the act of foreign countries, hostilities or war like operations before or after declaration of war, rebellion, military or usurped power, strikes or boycotts (other than those involving the Service Provider or their respective employees/representatives or attributable to any act or omission of any of them) , An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, Expropriation or compulsory acquisition by any Government Agency of any Authority's Asset or rights of the Service Provider, which prevent performance of the contract and which could not have been foreseen or avoided by the Service Provider or the Authority (the "Force Majeure").
- (2) The Service Provider shall ensure that during situations of natural calamities, riots, disturbances or any other Force Majeure events, all security personnel deployed by the Service Provider shall try to continue to perform the allocated duties and obligation in full strength and continue to protect the property / staff of Authority.
- (3) In such situation, Authority may at its sole discretion excuse the Service Provider from the Performance of its obligations. If Force Majeure Event subsists for 60 days then either party may by notice to other party terminate the Contract.
- (4) In the event that Parties are unable to agree in good faith about the occurrence of or existence of a Force Majeure event, such dispute shall be finally settled in accordance with the Dispute Resolution Procedure; provided that the burden of the proof as to the occurrence of Force Majeure Event shall be upon the Party claiming relief and/or excuse on account of such Force Majeure Event.
- (5) Termination of the Contract (a) shall not relieve the Service Provider or Authority of any obligations hereunder which expressly or by implication survives Termination hereof, and (b) except as otherwise provided in any provision of the Tender expressly limiting the liability of either Party, shall not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of or caused by acts or omissions of such Party prior to the effectiveness of such Termination or arising out of such Termination.

4.10 Representation and Warranties of Service Provider

The Service Provider represents and warrants to the Authority that:

- a) It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations and carry out the work as per the terms of contract.
- b) It has taken all necessary actions under the Applicable Laws to authorize execution and delivery of this contract and to validly exercise its rights and perform its obligations under this contract.



- c) This contract constitutes its legal, valid and binding obligations, enforceable against it in accordance with terms hereof, and its obligations under this Contract will be legally valid, binding and enforceable obligations against it in accordance with the terms hereof;
- d) it is subject to civil and commercial laws of India with respect to the Tender and this Contract/ Agreement and it hereby expressly and irrevocably waives any immunity in any jurisdiction in respect thereof;
- e) The information furnished in the Bid and as updated on or before the date of this agreement/contract is true and accurate in all respects as on the date of this Agreement/contract.
- f) the execution, delivery and performance of the this Tender and Agreement thereof will not conflict with, result in the breach of, constitute a default under or accelerate performance required by any of the terms of the Service Provider's Memorandum and Articles of Association or any Applicable Laws or any covenant, agreement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- g) there are no actions, suits, proceedings, or investigations pending or, to the Service Provider's knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi judicial or other authority, the outcome of which may result in the breach of or constitute a default of the Service Provider under the Tender or which individually or in the aggregate may result in any Material Adverse Effect;
- h) it has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Agency which may result in any material adverse effect or impairment of the Service Provider's ability to perform its obligations and duties under this Tender and Agreement;
- i) it has complied with all Applicable Laws and has not been subject to any fines, penalties, injunctive relief or any other Civil or criminal liabilities which in the aggregate have or may have Material Adverse Effect;
- j) no representation or warranty by the Service Provider contained herein or in any other document furnished by it to Authority or to any Government Agency in relation to Applicable Permits contains or will contain any untrue statement of material fact or omits or will omit to state a material fact necessary to make such representation or warranty not misleading; and
- k) no sums, in cash or kind, have been paid or will be paid, by or on behalf of the Service Provider, to any person by way of fees, commission or otherwise for securing the Tender or entering into of the Agreement or for influencing or attempting to influence any officer or employee of the Authority in connection therewith.

4.11 Representation and Warranties of Authority

The Authority represents and warrants to the Service Provider that:

- a) It has full power and authority to grant the Tender and enter into Agreement with the Service Provider.



- b) It has taken all necessary action under Applicable Law to authorize the execution, delivery and performance of this Contract/Agreement;
- c) The contract/Agreement constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof.
- d) It has good and valid rights for Site.
- e) It has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Agency which may result in any material adverse effect or impairment of the Service Provider's ability to perform its obligations and duties under this Tender and Agreement;

4.12 Dispute Redressal System

In the event of a dispute or difference of any nature whatsoever between the Supplier and the Authority during the course of the Works, the same shall be referred to the Chairman, AMC MET for resolution. The decision of the Chairman, AMC MET shall be final and binding on both the parties.

4.13 Severability and Waiver

If any provision of this Contract, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this Contract or the remainder of the provisions in question which shall remain in full force and effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision, which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision. No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this Contract of any right, remedy or provision of this Contract shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

4.14 Indemnity

- (1) The Service Provider shall at all times, i.e. during the subsistence of the Contract, defend, indemnify and hold Authority harmless from and against all claims (including without limitation claims for breach of contract, death or injury to a person or injury to property, or other tort claims) and expenses (including court costs) arising out of or relating to the breach by Service Provider of any covenant, representation or warranty or from any act or omission



of the Service Provider or his agents, employees. Authority will notify ITMS Service Provider of any such claim, suit or proceeding and will assist Service Provider (at Service Provider's expense) in the defense of the same.

- (2) The Service Provider shall be solely liable for all payment / dues of the personnel employed and deployed by it. The Service Provider shall fully indemnify Authority against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or Enforcement of the provisions of any of the labour or other laws to the extent they are Applicable.

4.15 No Partnership

Nothing contained in the Tender shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever.

4.16 Governing Law and Jurisdiction

The Contract shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Ahmedabad shall have jurisdiction over all matters arising out of or relating to the Contract.

4.17 Ownership & Protection of Property

Authority shall retain the title and ownership of any site allotted by it to Service Provider for purposes of carrying out Service Provider's obligations, duties and scope in relation to provide h services. Such title and ownership of Authority in any such site shall not pass to Service Provider. The Service Provider is only permitted to carry out its duties and obligations.

4.18 Risk Clause

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

Dean, Principal of Concerned College/representative of concern College Dean , Principal / Officer In charge, AMC MET reserve the right for termination of the contract at any time by giving one month Written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by Dean , Principal of concern College, AMC MET from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Dean, Principal of Concerned College/representative of concern College Dean, Principal / Officer Incharge, AMC MET.
- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Dean, Principal of Concerned College and



shall not knowingly lend to any person or company any of the effects or assets of the Concerned College under its control.

- In the event of loss/damage of equipments etc. at the premises of the Dean, Principal of Concerned College due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to Dean, Principal of Concerned College
- The Contractor or its representative/s shall meet College's / AMC MET's representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the Colleges & its premises and shall indemnify Dean, Principal of Concerned College for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of the Dean, Principal of Concerned College / Officer Incharge, AMC MET. However, he may use the services of associates for providing the services in which case the contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities of the Sub Contractor/Associate.
- Appointment of Supervisors will be done in consultation with Dean, Principal of Concerned College and must be approved by them.
- Licenses if any required for Housekeeping and other services at the site will be procured by the Contractor.



Formats for documents to be submitted

Annexure 1: Letter of Bid

(On the letterhead of Bidder)

Dated:

To,

Chairman,

AMC MET Medical Education Trust,

Ahmedabad.

Subject: With respect to tender for Selection of Service Provider Providing of Mechanized cleaning, Housekeeping Services AT AMC MET AFFILIATED COLLEGES and their premises

Dear Sir,

With respect to above mentioned subject, we are pleased to submit the bid. This offer is subject to all terms and conditions contained in the tender document. We have not made any changes either directly or indirectly in terms and conditions of the Tender. In additions to terms and conditions of this tender, We are not given any written or oral promise from the Authority.

I am attaching as EMD Demand Draft / Pay Order of as under

Package No.	Package applied for (YES / NO)	DD / Bank Guarantee No	Bank Name	Date	Amount
Package 1					
Package 2					
Package 3					
Total					

If Bidder applied for multiple packages then DD / Pay order of cumulative EMD amount will be mentioned in total



I am also attached Demand Draft / Pay Order as Tender Fee as under

Package No.	Package applied for (YES / NO)	DD / Pay Order No	Bank Name	Date	Amount
Package 1					
Package 2					
Package 3					
Total					

If Bidder applied for multiple packages then DD/ Pay order of cumulative tender fee amount will be mentioned in total.

We are submitting duly signed and stamped two copies of Technical bid and all the necessary require documents as per terms of Tender

We are fully aware that the Authority has right to accept any tender or reject any/all tenders without giving any reason and upon rejection of tender/tenders we shall not be entitled to any right.

We have thoroughly read and understand all the terms and conditions of this tender and we promise to agree and abide by all the terms and conditions of this tender. We have also visited the site and got clear idea about the work profile and expectations of the Authority. We have signed and sealed each and every page of this tender document and provided all true information/documents.

(Signature and stamp of the Authorized signatory of Bidder with date)



Annexure 2: Bidder Information

(On the letterhead of Bidder)

All Bidders are required to furnish the information in this format.

1	Name of firm	
2	Head office address	
3	Local office address (if any)	
4	Telephone	
5	Facsimile	E-mail
6	Place of Incorporation/ Registration	Year of Incorporation/ Registration
7	Whether Company / partnership / or any other	
8	IT Permanent Account Number (Copy to be enclosed)	
9	Provident Fund Number allotted by Regional Provident fund office (copy to be enclosed)	
10	ESI Registration Number	
11	GST Registration Number	

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12	Professional Tax Registration Number	
13	Main lines of business 1. Since : 2. Since:	

All Bidders are required to furnish the documents such as MOA, AOA, Partnership Deed, GST registration and registration as may be applicable.

(Signature and stamp of the Authorized signatory of Bidder with date)



Annexure 3: Bidder's Turnover

Name of Bidder:

All Bidders shall provide the information in the format as per this form. The information supplied shall be the annual turnover from housekeeping business of the Bidder for three (3) financial years (2020-21,2021-22 & 2022-23). This should be on letter head of certified Chartered Accountant.

Annual Turnover for the three years	
Year	Housekeeping business Turnover (In Rs. Lakhs)
2020-21	
2021-22	
2022-23	
Average of above	

Seal and Signature of Statutory Auditor / Registered Chartered Accountant with Registration Number:

The Bidder shall have to submit, Audited statement for last three years.



Annexure 4: Details of Key Personnel

The Bidder shall provide the details and information of key personnel (As per clause 2.2(e) of ITB) in table provided below.

Sr. No.	Name of the Employee	Designation and Year of experience with Bidder	Qualifications	Total Experience	Whether served in Hospital /College/Education Institute and also provide tenure of services and evidence of service records.
1.					
2.					

The Bidder shall also have to provide the detailed CV of Key personnel specified in Clause 2.2 (d) of ITB in following format

Sr. No.	Particulars	
1	Name	
2	Qualification	(Bidder shall also provide supporting certificates)
3	Whether served in hospital	Provide tenure of services and evidence of service records.
4	Employment Record (Nature and no of years of Experience with different organization and	
5	Date of Birth	
6	Any other information	
7	Signature of Project Manager	

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The Bidder shall also have to provide the records of no of persons employed by it

Sr. No.	Employee	No	Whether Contractual or permanent employee (provide details)
1	No of facility executive		
2	No of housekeeping supervisor		
3	No. of housekeeping/manpower staff		

(Signature and stamp of the Authorized signatory of Bidder with date)



Annexure 5: Power of Attorney

(On a Stamp Paper of RS.300/- also notarized)

(Applicable in case of bid not being signed by the person directly authorized by the firm)

Dated:

To,

Chairman,

AMC MET Medical Education Trust,

Ahmedabad

Dear Sir,

REF: Your Tender Ref.:

<Bidder's name> hereby authorizes **<Designated Representative's name>** to act as a representative of **<Bidder's name>** for the following activities vide its Board Resolution/ Power of Attorney attached herewith.

To attend all meetings with AMC MET Medical Education Trust /Employer or other entities associated with tender for **<Name of the Tender>** and to discuss, negotiate, finalize and sign any bid or agreement and subsequent Contract.

Yours faithfully,

<Signature of appropriate authority of the Bidder >

Name of appropriate authority of the Bidder:

<Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney>

For

<Name of Bidder >

Encl: Board Authorization



Annexure 6: Affidavit on Stamp Paper

(On a Stamp Paper of RS.300/-)

It is certified that the information furnished herein and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable for any punitive action for furnishing false information/ documents.

Dated this _____ day of _____ 2022

Signature

(Company Stamp)

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation



Annexure 7:Anti Blacklisting and other required declaration Certificate

(On a Stamp Paper of RS.300/-)

I M/s. _____ (Bidder), _____ (the names and address of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a Consortium as on the _____-(Bid submission Date).

Further confirm that we or any of our promoter/s / director/s are not under a declaration of ineligibility for corrupt and fraudulent practices by the Central Government, the State Government, Local Self Government body or any public undertaking, autonomous body, authority by whatever name called under the Central, the State Government or local self Government body.

We further confirm that we are aware that our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this Tender at any stage of the Bidding Process or thereafter during the agreement period. Dated this _____ Day of _____ 2022.

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person



Annexure 8: Bid Security

BANK GUARANTEE FOR BID SECURITY

(ON BANK'S LETTERHEAD WITH ADHESIVE STAMP)

To

Chairman,

AMC MET Medical Education Trust (AMC MET).

Ahmedabad.

This Deed of Guarantee is made on this _____ day of _____, 2022 at _____ by _____ a Bank within the meaning of the Reserve Bank of India Act and constituted under the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 and having its Head Office/Registered Office at _____ and a Branch Office at _____ (hereinafter referred to as "the Bank" or "the Guarantor", which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns) in favour of Chairman, AMC MET Medical Education Trust, Ahmedabad having its Office at Usmanpura, Ahmedabad.

WHEREAS, the AMC MET undertook the process of competitive bidding in order to select the most desirable firm/company for the _____ (Work name) for which purpose AMC MET issued a Tender inviting Bids from the Bidders;

WHEREAS, _____ [name of Bidder] (hereinafter called "the Bidder") shall submit his Bid dated [date] for the above specified Works (hereinafter called "the Bid").

In the event of any breach or non-performance of the following terms and conditions contained in the Tender document:

- i. If a bidder withdraws or modifies his bid the proposal during the period of bid validity, or
- ii. In the case of a Successful Bidder, fails to sign the Agreement or fails to furnish the required Performance Guarantee (as defined below) within stipulated time in accordance with the Tender Condition.
- iii. In case of fraudulent bid where it is so established that the bidder has willingly and knowingly tried to mislead AMC MET by providing false or fabricated information or
- iv. If the Bidder submits a conditional Bid which would affect unfairly the competitive provision of other Bidders who submitted substantially responsive Bids and/or is not accepted by AMC MET.

The Guarantor agrees absolutely, irrevocably and unconditionally guarantees and undertakes to pay to AMC MET a sum of Indian Rupees _____ without any protest or demur and upon receipt of first written demand from AMC MET, without having to substantiate his demand, provided that in his demand AMC MET will note that the amount

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claimed by him is due to him owing to the occurrence of any one or more of the conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date ____, being the date 28 days after the date of expiration of the Bid Validity or as it may be extended by the bidder on a written request by AMTC, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

The jurisdiction in relation to this Guarantee shall be the Courts at AHMEDABAD and Indian Law shall be applicable.

The claim in respect of this Bank Guarantee shall be admissible at any of our AHMEDABAD Branches.

IN WITNESS WHEREOF the Guarantor has executed this Guarantee on this ____ day of _____ and year first herein above written.

Signed and delivered by the

Above named _____ Bank by

It's Authorized Signatory as authorized by

Board Resolution passed on _____/

Power of Attorney dated [.....]

Authorized Signatory

Name :

Designation:

In the presence of:

1.

2.



Annexure 9: Performance Security

(On stamp Paper of RS.300/-)

To: _____ [Name of Authority]

_____ [Address of Authority]

WHEREAS _____
_____ [Name and address of Successful Bidder] (Hereinafter called "the Service Provider")
has undertaken, in pursuance of Agreement No. _____ dated _____ to execute
_____ [Name of Agreement and brief description of Works]
(Hereinafter called "the Agreement");

AND WHEREAS it has been stipulated by you in the said Agreement that the Service Provider shall furnish you with a Bank Guarantee by an approved bank for the sum specified therein as security for compliance with his obligations in accordance with Agreement; AND WHEREAS we have agreed to give Licensee such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Licensee, up to a total of Rs. _____ [amount of Guarantee]¹ _____ [amount in words] such sum being payable in the types and proportions of currencies in which the Agreement Price is payable, and we undertake in which the Agreement Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of Rs. _____ [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Agreement or of the Works to be performed there under or of any of the Agreement documents which may be made between you and the Licensee shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the date: _____

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Signature and Seal of the guarantor: _____

Name of Bank: _____

Address: _____

Date: _____

¹ An amount is to be inserted by the Guarantor, representing the percentage of the Agreement Price specified in the Agreement, and denominated either in the currency of the Agreement or in a freely convertible currency acceptable to the Employer.



Annexure 10: Format of Price Bid

(To be submitted online only)

Package 1

SUPPLY/ PROVIDING OF MECHANISED CLEANING, HOUSE KEEPING SERVICES AT N.H.L. Medical College, SBB College of Physiotherapy & its attached premises

Sr.	Name of designation	Monthly payment to the per unit of manpower *(in Rs.)	Monthly PF Contribution per unit of Manpower to be deposited by the contractor (Presently 13.00% of C) which shall be reimbursed upon submission of the Documents	Monthly ESI Amount per unit of Manpower to be submitted by the contractor (Presently 3.25% of C) which shall be reimbursed upon submission of the Documents	Bonus @8.33%	Leave 5%	Total Per Month (I)= (C+D+E+G+H)	Monthly Required Manpower (Tentative) (In Nos.)	Monthly Total Amount Rs. (K) = (I x J)
(A)	(B)	(C)	(D)	(E)	(G)	(H)		(J)	(K) = (I x J)
1	Facility Executive (skilled)	12324	1602	401	1027	616	15970	1	15970
2	Housekeeping Supervisors (skilled)	12324	1602	401	1027	616	15970	3	47910
3	Trained House Keeping Staff (Male / Female as required) (unskilled)	11752	1528	382	979	588	15229	100	1522900
4	Reliever housekeeping Staff (unskilled)	11752	1528	382	979	588	15229	4	60916
Total - A ₁									1647696
Monthly Service charge of the agency minimum 7% i.e minimum Rs.115339/- (While Quoting the service charges Tenderer Should Consider Uniform, I .D charges & all the other cost contents relevant to the employees.) (In Rs.) A ₂									
Total of A ₁ + A ₂ = A (Rs.)									
B	Monthly Charges for Machines /Equipments and Consumables								
	Charges for machines and equipments, toiletries and dispensers, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure C) B (Rs.)								
Grand Total (A + B) (Rs.)									

* If bidder wants to apply for more than one Package then enter all financial bid details package wise

*In case of any tenderer lowest in multiple packages than decision of the Chairman, AMC MET will be final for allocation of package

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* GST will be paid extra.

* whenever minimum wages increase above rate given in column C will be revised as per minimum wage rate

* Whenever PF and ESI Rate change according PF and ESI Contribution will change

* Monthly payment to the per unit of manpower in column C is for 26 or 27 working days in a month. According to the same per day deduction of wage for absenteeism would be calculated.

* if more than one bidder quoted L1 rate than whose average three years housekeeping turnover as per Clause 2.1 is higher that will be given preference

**Package 2****SUPPLY/ PROVIDING OF MECHANISED CLEANING, HOUSE KEEPING SERVICES AT Narendra Modi Medical College & its attached premises**

Sr.	Name of designation	Monthly payment to the per unit of manpower *(in Rs.)	Monthly PF Contribution per unit of Manpower to be deposited by the contractor (Presently 13.00% of C) which shall be reimbursed upon submission of the Documents	Monthly ESI Amount per unit of Manpower to be submitted by the contractor (Presently 4.75% of C) which shall be reimbursed upon submission of the Documents	Bonus @8.33%	Leave 5%	Total Per Month	Monthly Required Manpower (Tentative) (In Nos.)	Monthly Total Amount Rs.	
(A)	(B)	(C)	(D)	(E)	(G)	(H)	(I)= (C+D+E+G+H)	(J)	(K) = (I x J)	
1	Facility Executive (skilled)	12324	1602	401	1027	616	15970	1	15970	
2	Housekeeping Supervisors (skilled)	12324	1602	401	1027	616	15970	9	143730	
3	Trained House Keeping Staff (Male / Female as required) (unskilled)	11752	1528	382	979	588	15229	136	2071144	
4	Reliever housekeeping Staff (unskilled)	11752	1528	382	979	588	15229	14	213206	
Total - A ₁									2444050	
Monthly Service charge of the agency minimum 7% i.e minimum Rs.171084/- (While Quoting the service charges Tenderer Should Consider Uniform, I .D charges & all the other cost contents relevant to the employees.) (In Rs.) A₂										
Total of A₁ + A₂ = A (Rs.)										
B	Monthly Charges for Machines /Equipments and Consumables									
	Charges for machines and equipments, toiletries and dispensers, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure C) B (Rs.)									
Grand Total (A + B) (Rs.)										

* If bidder wants to apply for more than one Package then enter all financial bid details package wise

*In case of any tenderer lowest in multiple packages than decision of the Chairman, AMC MET will be final for allocation of package

Supply/Providing of cleaning Housekeeping Services at AMC MET AFFILIATED COLLEGES & its attached premises



* GST will be paid extra.

* whenever minimum wages increase above rate given in column C will be revised as per minimum wage rate

* Whenever PF and ESI Rate change according PF and ESI Contribution will change

* Monthly payment to the per unit of manpower in column C is for 26 or 27 working days in a month. According to the same per day deduction of wage for absenteeism would be calculated.

* if more than one bidder quoted L1 rate than whose average three years housekeeping turnover as per Clause 2.1 is higher that will be given preference



Package 3

SUPPLY/ PROVIDING OF MECHANISED CLEANING, HOUSE KEEPING SERVICES AT AMC DENTAL HOSPITAL & HOSPITAL CAMPUS & its attached premises

Sr.	Name of designation	Monthly payment to the per unit of manpower *(in Rs.)	Monthly PF Contribution per unit of Manpower to be deposited by the contractor (Presently 13.00% of C) which shall be reimbursed upon submission of the Documents	Monthly ESI Amount per unit of Manpower to be submitted by the contractor (Presently 3.75% of C) which shall be reimbursed upon submission of the Documents	Bonus @8.33%	Leave 5%	Total Per Month (I)=	Monthly Required Manpower (Tentative) (In Nos.)	Monthly Total Amount Rs.	
(A)	(B)	(C)	(D)	(E)	(G)	(H)	(C+D+E+G+H)	(J)	(K) = (I x J)	
1	Facility Executive (skilled)	12324	1602	401	1027	616	15970	1	15970	
2	Housekeeping Supervisors (skilled)	12324	1602	401	1027	616	15970	7	111790	
3	Trained House Keeping Staff (Male / Female as required) (unskilled)	11752	1528	382	979	588	15229	61	928969	
4	Reliever housekeeping Staff (unskilled)	11752	1528	382	979	588	15229	9	137061	
Total - A ₁									1193790	
Monthly Service charge of the agency minimum 7% i.e. minimum Rs. 83565/- (While Quoting the service charges Tenderer Should Consider Uniform, I .D charges & all the other cost contents relevant to the employees.) (In Rs.) A₂										
Total of A₁ + A₂ = A (Rs.)										
B	Monthly Charges for Machines /Equipments and Consumables									
	Charges for machines and equipments, toiletries and dispensers, cleaning material and aids, garbage disposal vehicle, garbage bags and bins, and any other item(s) that may be required for fulfillment of the contract (refer Annexure C) B (Rs.)									
Grand Total (A + B) (Rs.)										

* If bidder wants to apply for more than one Package then enter all financial bid details package wise

*In case of any tenderer lowest in multiple packages than decision of the Chairman, AMC MET will be final for allocation of package.

Supply/Providing of cleaning Housekeeping Services at AMC MET AFFILIATED COLLEGES & its attached premises



* GST will be paid extra.

* whenever minimum wages increase above rate given in column C will be revised as per minimum wage rate

* Whenever PF and ESI Rate change according PF and ESI Contribution will change

* Monthly payment to the per unit of manpower in column C is for 26 or 27 working days in a month. According to the same per day deduction of wage for absenteeism would be calculated.

* if more than one bidder quoted L1 rate than whose average three years housekeeping turnover as per Clause 2.1 is higher that will be given preference



Annexure 11: List of Approved Banks to AMC MET

(For the Purpose of Providing Bid Security/Performance Security/Tender Fee)

- A U Small Finance Bank
- Axis Bank
- City Union Bank
- DBS Bank India Limited
- DCB Bank
- Equitas Small Finance Bank
- Federal Bank
- HDFC Bank
- ICICI Bank
- IndusInd Bank
- Kotak Mahindra Bank
- Standard Chartered Bank
- Tamilnadu Mercantile Bank
- Bandhan Bank
- BNP Paribas
- CSB Bank
- HSBC Bank
- Karnataka Bank
- Karur Vysya Bank
- South Indian Bank
- Utkarsh Small Finance Bank
- The Ahmedabad Mercantile Co-operative Bank Limited
- The Kalupur Commercial Co-Operative Bank Ltd.
- Nutan Nagrik Sahakari Bank Ltd.
- Rajkot Nagrik Sahakari Bank Ltd.
- Saraswat Co-operative bank
- The Gujarat State Co-operative Bank
- The Mehsana Urban Co-Operative Bank Ltd.
- The Surat District Co-operative Bank
- The Surat Peoples Co-operative Bank
- SVC Co-operative Bank Ltd.

Note: In case of submission of Bank Guarantee only the branches of above mentioned banks Located in Ahmedabad City would be eligible. Above bank list as per AMC – Finance Department Circular No-10 dated: 01/06/2022.



Annexure 12

(To be submitted on bidder letter pad)

Experience and satisfactory work completion certificate for providing cleaning housekeeping services in Govt. or public/ private sector/trust Hospital/College/ Education Institution having/providing more than 100 manpower for package 1, 200 Manpower for Package 2, & 100 Manpower for Package 3 at one premises for at least two (2) year during the last three (3) years (2020-21,2021-22 & 2022-23). (Kindly use separate sheet for this information if required)

No.	Name of Government / private sector Hospital /Trust Hospital	Period		Total No. of housekeeping Staff Provided	Tender Cost	Total work completion amount
		From	To			
1						
2						
3						
4						
5						
6						

Note: Bidder has to attach without fail, satisfactory work completion certificate from above mentioned institutes with technical bid, only work order copy should not be considered for experience.



Annexure - 13

(To be submitted with every month bill)

Institute Name: _____

Bill for the Month of _____ **Year of** _____

Sr	Name of Employee	Cadre Name	Total Working Days	Total Present Days	Payment to the Employee	Employee EPF Contribution	Employee ESIC Contribution	Prof. Tax	Employer EPF Contribution	Employer ESIC Contribution	service Charge of Company	Total
1	X											
2	Y											
3	Z											
	Total											
	GST											
	Grand Total											

Signature & Stamp of Authorized Signatory



Annexure - 14

(To be submitted with every month bill)

Institute Name: _____

Bill for the Month of _____ **Year of** _____

Sr	Name of Employee	Cadre Name	Bank Name	Branch Name of the bank	Bank Account Number	IFSC Number	Total Amount Transferred
1	X						
2	Y						
3	Z						
	Total						

Signature & Stamp of Authorized Signatory



Annexure - 15

Valid Labour License for providing housekeeping staff at premises or institute in last three (3) years

(2020-21,2021-22 & 2022-23)

Sr. No.	License Issuing date	License No.	No. of housekeeping staff provided	Name of Institution where to provide service	Licensing Authority

Bidder is required to submit copy of license for providing housekeeping staff in Govt./public/private sector/trust Hospital/College/Education Institution.