



Government of West Bengal
Medical College & Hospitals, Kolkata, WB
88, College Street, Kolkata-73
Phone No (033) 2255-1501
E mail: msvp_kmch@wbhealth.gov.in

SECTION I: NOTICE INVITING TENDER (NIT)

E-TENDER NOTICE FOR OUTSOURCING OF CLEANING AND HOUSE- KEEPING SERVICES FOR THE YEAR OF 2014-2017 BY THE MEDICAL SUPERINTENDENT CUM VICE PRINCIPAL, MEDICAL COLLEGE & HOSPITALS, KOL-73

**(Through Pre-qualification)
(Submission of Bid through *NIC e- tender portal*)**

NIT No: MCH/6563/2014-2017/E-TEN/ 02

Dated: 09.06.2014

The Medical superintendent cum vice Principal, Medical College & Hospitals, 88, college street, Kolkata-73 invites e-tender from reputed organization holding valid license towards **HOSPITAL CAMPUS CLEANING** for the year of 2014-2017, renewable at the end of each year of satisfactory performance by bidder. The 3 (three) year contract period shall commence from the date of notification of award of contract for this tender of Medical College & Hospitals, Kolkata-73.

In the event of e-filling, intending bidder may download the tender documents from the website: <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate & earnest money may be remitted to the office of the Medical superintendent cum vice Principal, Medical College & Hospitals, Kolkata-73 through Demand Draft payable at Kolkata drawn in favour of Accounts Officer, Medical College & Hospitals, Kolkata-73. and also to be documented through e-filling. Scanned copy of Demand Draft should be uploaded for EMD and Original Demand Draft and hard copy of Technical Documents (Statutory & Non-Statutory) along with Technical specification compliance and one copy equipment catalogue / literature for quoting equipment should be submitted physically under sealed cover before the date & time mentioned in NIT. Technical Bid in Technical (Statutory

& Non-Statutory) folder and Financial Bid in Financial folder both duly digitally signed are to be submitted concurrently in the website <https://wbtenders.gov.in>.

The Technical documents and Financial Bid should be submitted online on or before **28.06.2014 up to 2.P.M.**

The Financial Bid of the prospective Bidder will be considered only if the Technical Documents (Statutory & Non-Statutory) and equipment specification of the Bidder found qualified by the Tender Selection Committee of Medical College & Hospitals, Kolkata-73. The decision of the Tender Selection Committee will be the final and absolute in this respect.

1. Important information

DATE & TIME SCHEDULE OF IMPORTANT EVENTS

Sl No.	Particulars	Date & Time
1.	Date of Publishing N.I.T. & Other Documents	11.06.2014 at 11.00 a.m.
2.	Documents download start date (online)	11.06.2014 at 12.00 noon
3.	Bid submission start date (online)	11.06.2014 at 12.00 noon
4.	Pre Bid Meeting (offline) at the Chamber of MSVP Office ,MCH,KOL	13.06.2014 at 12.00 noon
5	Bid submission Closing date (online)	28.06.2014 at 2.00 p.m.
6.	Documents download end date (online)	28.06.2014at 2.00 p.m.
7.	Last date of submission of Original Demand Draft and original print-out (hard copy) of Bid Documents, duly signed by authorized signatory of the bidder in sealed cover, to the Institution.	11.06.2014 to 28.06.2014 at 11a.m. to 3 p.m. daily (except Sunday & Govt. Holiday)
8.	Date of Opening Technical Bids (online)	30.06.2014 at 2.00 p.m.
9.	Date of Opening Financial Bids (online)	To be notified later

Any subsequent notice regarding this tender shall be uploaded on the website only.

2. In the event of any of the above mentioned dates being declared as a holiday for the MCH/ kol, the tenders will be opened on the next working day at the appointed time.

Medical Superintendent Cum Vice Principal
Medical College & Hospitals, Kolkata

SECTION II: PREAMBLE: Definitions and abbreviations

PREAMBLE

The following definitions which have been used in these documents shall have the - meanings as indicated below:

1.1 Definitions:

(i) "Purchaser" means the organization purchasing goods and/ or services as incorporated in the Tender Enquiry document. The purchasing organization is the Medical college & Hospital ,88 College Street, Kolkata-73) represented through MSVP.

(ii) "Bid" means Proposal/ Quotation received from a Firm / Bidder against the tender.

(iii) "Bidder" means the Individual or Firm submitting Bids/ Quotation.

(iv) "Contractor" means the individual or the firm supplying the goods and/ or services as incorporated in the contract.

(V) "Institution" shall mean Medical Superintendent cum Vice Principal, Medical College & Hospital,88 College Street, Kolkata-73

"Medical Superintendent cum Vice Principal" shall mean the MSVP of Medical College & Hospital,88 College Street, Kolkata-73, for the time being holding that office and also his successor and shall include any officer authorized by him.

(vi) ."Earnest Money Deposit" (EMD) means Bid Security/ monetary amount or financial guarantee to be furnished by a bidder along with its bid.

(vii) "Contract" means the written agreement entered into between the purchaser and the Contractor, together with all the documents mentioned therein and including all attachments, annexure etc. therein.

(viii) "Performance Security" means monetary amount or financial guarantee to be furnished by the successful bidder for due performance of the contract placed on it. Performance Security is also known as Security Deposit.

(ix) "Specification" means the document/ standard that prescribes the requirement with which goods and/ or service has to conform.

(x) "Inspection" means activities such as measuring, examining, testing, gauging one or more characteristics of the goods and/ or service and comparing the same with the specified requirement to determine conformity.

(xi) "Bill of Quantity" is the name for price schedule in e-tender software.

(xii) "Annexure" referred to in these conditions shall mean the relevant annexure appended to the Contract.

(xiii) "Goods" means the articles, material, commodities, consumables, stationeries, printing, items of clothing, raw material, spares, machinery, computer, electronics items etc. which the Contractor is required to supply to the purchaser under the contract.

(xiv) "Day" means calendar day.

1.2 Abbreviations:

(i) "TE Document" means Tender Enquiry Document

(ii) "NIT" means Notice Inviting Tender

(iii) "GIB" means General Instructions to Bidders

(iv) "GCC" means General Conditions of Contract

(v) "ESIC" means Employees' State Insurance Corporation

(vi) "EPFO" means Employees' Provident Fund Organization

(vii) "VAT" means Value Added Tax

(viii) "CST" means Central Sales Tax

(ix) "BMW" means Bio-Medical Waste

(x) "DSC" means Digital Signature Certificate

1.3 The Tender Enquiry (TE) documents include:

Section I: Notice inviting Tender (NIT)

Section II: PREAMBLE: Definitions and abbreviations

Section III: Consignee List

Section IV: General Instructions to Bidders (GIB)

Section V: General Conditions of Contract (GCC)

Section VI: Requirements and EMD

Section VII: Specifications

Section VIII: Tender Application Form

Section IX: Proforma for Performance Statement

Section X: Price Schedule/ Bill of Quantity (Directions for quoting prices online)

Section XI: Contract Form

Section XII: Proforma of monthly-bill to be submitted by Bidder

Section XIII: Checklist for the Bidders

SECTION III: CONSIGNEE LIST

(When the MSVP of MCH invites the tender)

The Medical Superintendent cum vice principal,

Medical college & Hospitals, Kolkata,

88, College Street,

Kolkata-73

Sl.No.	Address	Contact Person	Contact number	Email id
1.	Medical college & Hospitals , 88, College Street, Kolkata-73	Prof.(Dr) Sikha Banerjee (superintendent)	(033)2255- 1501	msvp_kmch@wbhealth.gov.in



Government of West Bengal
Medical College & Hospitals, Kolkata, WB
88, College Street, Kolkata-73
Phone No (033) 2255-1501
E mail: msvp_kmch@wbhealth.gov.in

SECTION IV: GENERAL INSTRUCTION TO BIDDERS. (GIB)

1. Introduction

Before formulating the bid and submitting the same to the purchaser, the bidder should read and examine all the terms, conditions, instructions, checklist etc. contained in the TE documents. Failure to provide and/or comply with the required information, instructions etc. incorporated in these TE documents may result in rejection of its bid.

2. CORRUPT OR FRAUDULENT PRACTICES:

The INSTITUTION requires the contractor under this contract to observe the highest standards of ethics during the tender process and in the execution of such contract.

Without prejudice the rights and remedies which the Institution may have under the Contract, if a Contractor, is found by the Institution to have directly or indirectly, or through an agent, has/had engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Tendering/Bidding Process, or in the execution of the Contract, such Contractor shall not be eligible to participate in any tender issued by the Institution during a period of 1 (one) year from the date such Bidder, as the case may be, is found by the Institution, to have directly or indirectly, or through an agent, engaged or indulged in a such practices.

For the purposes of this Clause:

“corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding process (*for* avoidance of doubt, offering of employment to, or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Institution who is, or has been associated in any manner, directly or indirectly, with the Bidding Process, or

in the Letter Of Intent, or has dealt with matters concerning the Contract Agreement arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from, or otherwise ceases to be in the service of the Institution, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Letter Of Intent, or after the execution of the Contract Agreement, as the case may be, any person in respect of any matter relating to the tender, or the Contract Agreement, who, at any time, has been, or is a legal, financial or technical adviser of the Institution in relation to any matter concerning the tender or the work, or the contract;

“Fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process ;

“Coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property, to influence any person’s participation, or action in the Bidding Process;

“Undesirable practice” means (i) establishing contact with any person, connected with or employed by the INSTITUTION, with the objective of canvassing, or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and

“Restrictive practice” means forming a cartel, or arriving at any understanding or arrangement among Bidders, for restricting or manipulating competition in the Bidding Process.

The INSTITUTION will reject a proposal for award, or cancel a contract unilaterally, if it finds, at any time, that the Contractor has engaged in corrupt or fraudulent or coercive or undesirable or restrictive practices in competing for, or in execution of the Contract. In such a case, the INSTITUTION will hold the Contractor ineligible, either indefinitely, or for a stated period of time, for a Contract.

3. Availability of Funds

3.1 Expenditure to be incurred for the proposed purchase will be met from the funds available with the purchaser/ consignee. The procurement will be in terms of procurement rules of the Government of West Bengal.

4. Eligible Goods and/ or Services

4.1 All goods and/or services to be supplied under the contract shall have their origin in India or any other country with which India has not banned trade relations. The term “origin” used in this clause means the place where the goods are grown, produced, mined or manufactured or from where the services are arranged and supplied.

5. Eligible and Qualified Bidders

5.1 The bidder should have supplied in last 3 (three) years from the date of tender opening, at least 100% of the quoted quantity of the similar goods and/ or services meeting major specification parameters, which has/ is functioning satisfactorily, preferably, in a government or corporate MCH/ hospital of similar size in India.

6. Bidding, Contracting and Billing Expenses

6.1 The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its bid including preparation, mailing and submission of its bid and for subsequent processing the same. The purchaser will, in no case be responsible or liable for any such cost, expenditure etc. regardless of the conduct or outcome of the tendering process.

6.2. The bidder shall bear all costs, including the cost of stationery and printing, for signing of the contract and submission of bills for payment.

7. Assignment

7.1 The Contractor shall not assign, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Purchaser's prior written permission,

8. Clarification of TE documents

8.1 A bidder requiring any clarification or elucidation on any issue of the TE documents may take up the same with the purchaser in the pre-bid meeting.

General Guidance for e-Tendering:-

Instruction /Guidelines for tenders for electronic submission of the tenders online have been annexed for assisting the contractors to participating in e-Tendering.

1. Registration of Bidder:-

Any Bidder willing to take part in the process of e-Tendering will have to enrolled and Register with the Government e-procurement system and they can do so by visiting <https://wbteners.gov.in> (herein after mentioned as the 'prescribed website' or 'website' or 'e-tender website') and following link on e-tendering site (herein mentioned as 'the prescribed web portal' or 'web portal' or 'e-tender web portal').

2. Digital Signature Certificate (DSC):-

Each bidder is required to obtain Class –II or Class – III Digital Signature Certificate (DSC) for submission of tenders from the approved service providers of the National Informatics Centre (NIC) on payment of requisite amount; the details of which are available at the web site as stated above. The DSC is given as a USB e-Token.

3. The bidder can search and download NIT & Bid Document electronically from the above website once he/she/they log(s) on to the website mentioned in clause using the Digital signature Certificate. This is the only mode of collection of Tender/Bid Document.

4. Submission of bids.

Both Technical bid and Financial Bid, duly signed digitally signed, are to be submitted Concurrently in the 'prescribed website'. All the documents, to be scanned and Uploaded in the web portal, must be in English language.

The Bids are to be submitted online in the website/web portal in two folders at a time, one each for Technical Bid and for Financial Bid, before the prescribed date & time using the Digital Signature Certificate (DSC) .The documents to be uploaded are to be scanned for viruses are and are to be duly Digitally Signed. The documents will get encrypted (transformed into non readable formats). The Technical proposal should contain scanned of the following further two covers (folders)

Statutory Cover:-

Bank Draft towards the Earnest Money (EMD) amounting to Rs.30,000.00 (Rupees thirty thousand) in favour of Accounts Officer, Medical college & Hospitals, Kolkata-73. Tender items Schedule, Technical Specification along with compliance & NIT (Properly Filled & uploaded the same Digitally Signed except quoting rate, quoting rate will only Encrypted in the B.O.Q. under Financial Bid. In case quoting any rate in others paper the Bid liable to summarily rejected.

SUBMISSION OF THE TENDERS: The tender is to be submitted in a two Bid System.
Technical Proposal:

(A). Statutory Cover Containing the following documents:

“BID A”: PART- I (SINGLE FILE MULTIPLE PAGES SCANNED)

1.	Copy of Demand Draft of Rs. 30,000/- in favour of Accounts Officer, Medical college & Hospitals, Kolkata-73.as Earnest Money for the whole tender.
2.	APPLICATION (Pre-Qualification Application Format) (SECTION-VIII)
3.	Letter Head of the Tenderer /Bidder.
4.	Performance Statement as per (SECTION-IX) along with documentary evidence.
5	A certificate issued by Chartered Accountant verifying the annual Turnover in the last three years on 31.03.2014 should be not less than Rs.10.00 Lakh Average. (Form A)
6.	Solvency Certificate from a reputed bank for an amount not less than Rs. 15.00 lakh. The Banker should be any of the Scheduled Bank as per RBI Act. (Form B)
7.	No Conviction Certificate in the prescribed format given in (Annexure I)
8.	CHECK LIST in the prescribed format below.

(B) Non-Statutory Cover:

1. Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Non Statutory Documents' to send the selected documents to Non-Statutory folder.

2.Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents using: (a) multiple scan (b) black and white scan (c) scan resolution should be within 250.

3. Non Statutory Cover will contain following documents:

Sn. No	Category	Sub Category	Sub Category Description
A.	Certificates	A1. Certificates	PAN Card of the authorized signatory.
			Professional Tax Registration certificate
			ESIC Registration certificate (ESIC Code Number Allotment is mandatory for contractors employing more than 10 persons.
			EPFO Registration certificate. (EPFO Registration is compulsory for contractors employing 20 or more persons.
			Service Tax Registration certificate
			Registration under Contract Labour (Regulation and Abolition) Act for contractors employing 20 or more persons on any day during preceding 12 months from date of issue of tender
B.	COMPANY DETAILS	B1. COMPANY DETAILS	Trade Licence/Enlistment
			Registration with Registrar of Companies
			Power of Attorney (If applicable)
C.	CREDENTIAL	C1: CREDENTIAL 1	Attested photo copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached).
			Attested photocopy of license/registration from the Labour Commissioner to employ contract labour under Contract Labour Act, if applicable after selection.
			Submit attested photo copy of proof of holding Employees' Deposit-Linked Insurance Policy.
			Submit attested photo copy of Service Tax Registration, which should be in the Name of the Tenderer (copy of latest paid Challans to be submitted),

D.	Financial Information	D1: Payment Certificate 1	Income Tax Returns submitted for the Financial year 2011-12
			Income Tax Returns submitted for the Financial year 2012-13
			Income Tax Returns submitted for the Financial year 2013-14
		Payment Certificate 2	P/L & Balance sheet 2011-2012
			P/L & Balance sheet 2012-2013
			P/L & Balance sheet 2013-2014
E.	Documents	E1: Documents	Name of the payee/ recipient, Bank account no with MICR code, IFSC of the payee/recipient

5. Financial Proposal: Bill of Quantities

The financial proposal (cover) or prices quoted should be uploaded online through the Bill of Quantities (BOQs). The bidder shall quote the price online in the space marked for quoting prices in the BOO. Only downloaded copies of the BOQs are to be uploaded, virus scanned & digitally signed by the bidder. Please refer Section X: 'Price Schedule/ Bill of Quantity' for directions on quoting prices online.

6. Earnest Money Deposit (EMD)

a) Earnest money amounting to Rs.30, 000.00 (Rupees thirty thousand) only in the shape of demand draft, payable at Kolkata, drawn on any scheduled nationalized commercial bank in India, in favour of Accounts Officer, Medical college & Hospitals, Kolkata-73

b) The Bidder shall seal the EMD envelope separately, suitably super scribe on the cover, writing the address of the purchaser and the tender reference number on that and submit it physically to the Institution.

c) The scanned copy of the EMD shall be uploaded online under Statutory Cover of Technical Proposal.

d) The earnest money shall be retained for a period of forty-five (45) days beyond the bid validity period of the tender. As bid validity period of Tender as per Clause 17 is 120 days, the EMD shall be retained for 165 days from Technical Bid opening date.

e) Unsuccessful bidders' earnest money will be returned to them without any interest, after expiry of the tender validity period, or after conclusion of the resultant contract, whichever is earlier. Successful bidder's earnest money shall be returned without any interest, after receipt of performance security from that bidder.

f) Earnest Money is required to protect the purchaser against the risk of the Bidder's conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect within the period of validity of its bid or if it comes to notice that the information/documents

furnished in its bid is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The successful bidder's earnest money will be forfeited without prejudice to other rights of Purchaser if it fails to furnish the required performance security within the specified period.

7. Preparation of Bid Documents

- a) The bid shall either be typed or written in indelible ink and the same shall be signed/ digitally signed by the bidder or by a person(s) who has been duly authorized to bind the bidder to the contract. The letter of authorization shall be by a written power of attorney, which shall also be furnished along with the bid.
- b) All the documents of the bid shall be duly signed/ digitally signed at the appropriate places as indicated in the TE documents and all other pages of the bid including printed literature, if any shall be initialled by the same person(s) signing the bid. The bid shall not contain any erasure or overwriting, except as necessary to correct any error made by the bidder and, if there is any such correction; the same shall be initialled by the person(s) signing the bid.
- c) It is the responsibility of bidder to go through the TE document to ensure furnishing all required documents in addition to above, if any. Wherever necessary and applicable, the bidder shall enclose certified copy as documentary evidence to substantiate the corresponding statement.
- d) A bid, which does not fulfil any of the above requirements and/or gives evasive information/ reply against any such requirement, shall be liable to be ignored and rejected.
- e) Bid sent by paper/fax/telex/cable/email etc shall be ignored.

8. Tender Prices

- a) The bidder shall quote a 'Management Fee' for providing goods and for services, as applicable in the tender. The Management Fee shall be quoted as a percentage of the total Statutory Monthly Emoluments payable to the total number of (unskilled + semi-skilled + skilled) workers deployed for housekeeping services in the MCH, kol-73. Here 'Statutory Monthly Emoluments' shall mean amount payable as per Row 12 of Schedule of Payment under Section XII: Proforma of Monthly Bill to be submitted by the Bidder. Service Tax as applicable from time to time shall be paid extra. No additional charges, taxes etc. will be paid. The bidder may quote up to a maximum of 10 % (ten percent) as Management Fee.
- b) The bidder shall bear all charges for providing 2 (two) sets of uniforms per year, I-Cards to all workers; gum boots, hand gloves, safety goggles, masks, safety gears etc. to those required. The quality and colour code of such items of attire shall be as per approval of competent authority of MCH, kol-73.
- c) The bidder shall bear all charges for providing Machines, equipment, tools and tackles; small or big, covered trolleys, other items required for the job.

d) Also, the Bidder shall bear all charges like packing and forwarding, transportation, insurance, storage, loading/ unloading; expenses of his service personnel, including their health and safety measures and any other expenses necessary in compliance with the requirement of goods and/ or services; ex-factory/ ex-warehouse/ ex-registered or branch office to the consignee site for a period including three months beyond date of delivery.

e) The bidder shall pay the staff deployed by it for housekeeping in the MCH ,kol-73, at least the minimum wages as fixed by the state government, bonus, dues, entitlements etc. as per the relevant statutes in vogue and revised from time to time. These Statutory Charges claimed by the bidder shall be reimbursed by the MCH authority on basis of submission of documentary evidence of actual payment made by the bidder to its housekeeping staff deployed at the MCH ,kol-73.

f) The bidder shall quote the prices online through the Bill of Quantities (BOQs) in the space marked for quoting prices against each item in the BOQ. Downloaded copies of the BOQs are to be uploaded, virus scanned and digitally signed by the bidder.

9. Firm Price

The price quoted by the bidder shall remain firm and fixed during the currency of the contract and not subject to variation on any account. Service Tax shall be paid for by the purchaser as applicable, from time to time. Minimum wages, bonus, entitlement, dues etc. as per the relevant statutes in vogue shall be paid for by the purchaser as revised from time to time.

10. Alternative Bids

Alternative Bids are not permitted.

11. Bid Validity

a) The bids shall remain valid for acceptance for a period of 120 days (One hundred twenty days) after the date of technical bid opening prescribed in the TE document. Any “bid valid for a shorter period shall be treated as unresponsive and rejected.

b) In exceptional cases, the bidders may be requested by the MCH authority to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/ telex/cable/email followed by surface mail. The bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid and they are also to extend the validity period of the EMD accordingly. A bidder, however, may not agree to extend its bid validity without forfeiting its EMD.

c) In case the day up to which the bids are to remain valid falls on/ is subsequently declared a holiday or closed day for the MCH authority, the bid validity shall automatically be extended up to the next working day.

12. OPENING OF TENDER

- a) The Tender selection committee will open the bids after the specified date and time as indicated in the NIT.
- b) Authorized representatives of the bidders may attend the tender opening.
- c) The EMD of goods to be supplied shall be evaluated first. Then the Online Technical bids of EMD-qualified bidders shall be opened and evaluated with reference to parameters prescribed in the TE document. After this, the Online Price Bids of only the technically qualified bidders shall be opened for further evaluation.
- d) **Opening of Technical Proposals:** Technical proposals will be opened by members of the Tender Selection Committee electronically from the website using their Digital Signature Certificate (DSC).
- e) In the Technical Proposal, the Cover (folder) for Statutory Documents will be opened first and if found in order, the cover (folder) for Non-Statutory Documents will be opened.
- f) IF ANY DOCUMENT REQUIRED TO BE SUBMITTED FOR TENDER BY THE BIDDER IN HIS TECHNICAL PROPOSAL IS NOT SUBMITTED OR IS FOUND TO BE DEFICIENT IN ANY MANNER AT ANY STAGE AFTER OPENING OF BID, THE BID MAY BE SUMMARILY REJECTED.

SCRUTINY AND EVALUATION OF BIDS

13. Basic Principle

- a) Bids will be evaluated on the basis of the terms & conditions already incorporated in the TE document, based on which bids have been received and the terms, conditions etc. mentioned by the bidders in their bids. No new condition will be brought in while scrutinizing and evaluating the bids.
- b) The Tender Selection Committee will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, stamped and whether the Bids are generally in order. The bids, which do not they meet the basic requirements, are liable to be treated as non — responsive and will be summarily ignored.
- c) Prior to the detailed evaluation of Price Bids, pursuant to Clause 14, The Tender Selection Committee will determine the substantial responsiveness of each Bid to the TE Document. For purposes of these clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the TE Documents without material deviations. Deviations from, or objections or reservations to critical provisions such as those concerning Performance Security (GCC Clause 8), Terms and mode of Payment (GCC Clause 6), Force Majeure (GCC Clause 12) and Applicable law (GCC Clause 17) will be deemed to be a material deviation. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

d) If a Bid is not substantially responsive, it will be rejected by The Tender Selection Committee.

e) Decrypted (transformed into readable format) documents of the non-statutory cover will be downloaded and handed over to the Tender Selection Committee. The Committee will evaluate technical proposals as per terms laid down in this tender document.

f) During evaluation the Committee may summon bidders & seek clarification /information or additional documents or original hard copies of documents submitted online. If these are not produced within specified time, the bid proposals will be liable for rejection.

g) The result of evaluation of technical bids, along with information regarding further steps in evaluation of the tender shall be uploaded online.

14. Discrepancies in Prices

a) If, in-the price structure quoted by a bidder, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.

b) If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected; and

15. Schedule-wise Evaluation

In case the List of Requirements contains more than one schedule/ item, the responsive bids will be evaluated and compared separately for each schedule. The bid for a schedule will not be considered if the complete requirements prescribed in that schedule are not included in the bid.

16. Comparison of Bids

The authorized representatives of the Department will open the Prequalification/ Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.

The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

Conditional bids will also be summarily rejected.

Subsequently, the selected technical bids will be evaluated. Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

THE DECISION OF TENDER SELECTION COMMITTEE WILL BE FINAL AND BINDING IN THIS MATTER.

19. Bidder's capability to perform the contract

a) The Tender Selection Committee through the above process of bid scrutiny and bid evaluation will determine to its satisfaction whether the bidder, whose bid has been determined as the lowest evaluated responsive bid is eligible, qualified and capable in all respects to perform the contract satisfactorily.

b) The above-mentioned determination will interlaid, take into account the bidder's financial, technical and production capabilities for satisfying all the requirements of The Tender Selection Committee as incorporated in the TE document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the bidder in its bid as well as such other allied information as deemed appropriate by The Tender Selection Committee, including inspection of warehouse/ registered or branch office/ site visit of any current project(s) etc. of the bidder by authorized representative(s) of MCH authority.

AWARD OF CONTRACT

20. Purchaser's Right to accept any bid and to reject any or all bids

The Tender Selection Committee reserves the right to accept in part or in full any bid or reject any or more bid(s) without assigning any reason or to cancel the tendering process and reject all bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).

21. Variation of Quantities at the Time of Award, Currency of Contract

a) At the time of awarding the contract, The Tender Selection Committee reserves the right to increase or decrease by up to twenty five (25) per cent, the quantity of goods and/ or services mentioned in the relevant section(s) in tender (rounded off to next whole number) without any change in the unit price and other terms and conditions quoted by the bidder.

b) The quantity of goods and/ or services mentioned in the relevant section(s) in tender to be procured may be staggered during currency of the contract.

c) The Tender Selection Committee reserves the right to extend the 3 (three) year contract by another 3 (three) months on same terms and conditions at the end of 3 (three) year contract period. Thereafter, the contract may be extended on same terms and conditions for further periods on mutual agreement between The Tender Selection Committee and Contractor.

22. Notification of Award

a) Before expiry of the tender validity period, The Tender Selection Committee may be notifying the list of successful bidder(s) online. In addition, each successful bidder shall be notified in writing, by registered/ speed post or by fax/ telex/ cable/ email (to be confirmed by registered / speed post) that its bid for goods and/ or services, which have been selected by the Tender Selection Committee, has been accepted, also briefly indicating therein the essential details like description, specification and quantity of the goods and/ or services and corresponding prices accepted. The successful bidder must furnish to , The Tender Selection Committee the required performance security within fifteen (15) days from the date of issue

of this notification, failing which the EMD will be forfeited and the award will be cancelled. Relevant details about the performance security have been provided under Section VII: GCC Clause 8.

b) The Notification of Award shall constitute the conclusion of the Contract and the 3 (three) year contract period shall commence from this date of notification.

c) The successful Bidder shall also physically submit original documents/ duly attested photocopies of all documents uploaded by him online at the time of bidding.

23. Issue of Contract

Within 7 (seven) days of notification of award, the successful bidder will sign the contract form as per Section XI with the Purchaser.

24. Non-receipt of Performance Security and Contract by the Purchaser.

a) Failure of the successful bidder in providing performance security and/ or signing contract in terms of clauses 14 and 15 above shall make the bidder liable for forfeiture of its EMD and also, for further actions by The Tender Selection Committee against it as per the clause 10 of GCC: Termination for default.

SECTION V: GENERAL CONDITIONS OF CONTRACT (GCC)

1. Use of contract documents and information

1.1 The Contractor shall not, without the purchaser's prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of the purchaser in connection therewith, to any person other than the person(s) employed by the Contractor in the performance of the contract emanating from this TE document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.

1.2 Further, the Contractor shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC sub-clause 1.1 above except for the sole purpose of performing this contract.

1.3 Except the contract issued to the Contractor, each and every other document mentioned in GCC sub-clause 1.1 above shall remain the property of the purchaser and, if advised by the purchaser, all copies of all such documents shall be returned to the purchaser on completion of the Contractor's performance and obligations under this contract.

2. Patent Rights

2.1 The Contractor shall, at all times, indemnify and keep indemnified the purchaser, free of cost, against all claims which may arise in respect of goods and/ or services to be provided by the Contractor under the contract for infringement of any intellectual property rights or any

other right protected by patent, registration of designs or trademarks. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the purchaser, the purchaser shall notify the Contractor of the same and the Contractor shall, at his own expenses take care of the same for settlement without any liability to the purchaser.

3. Housekeeping Staff to be deployed by Bidder at MCH/ Hospital

3.1 The contractor shall employ adult labour only. Employment of child labour shall render the contractor liable to termination of the contract under GCC Clause 10: Termination for Default. The contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.

3.2 The contractor at all times should indemnify the MCH KOL-73 against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; The Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961 or any other law relating thereof and rules made hereunder from time to time. The purchaser/ consignee.....Hospital/ Administrative Department shall not own any responsibility in this regard.

3.3 The contractor shall pay the staff deployed by it for cleaning/housekeeping in the MCH KOL-73, at least the minimum wages as fixed by the state government, bonus as per Payment of Bonus act, any other dues, entitlements etc. as per the relevant statutes in vogue and revised from time to time.

3.4 The cleaning/housekeeping staff deployed through contractor at the MCH, KOL-73 shall not claim any benefit, compensation, absorption or regularization of their services in the establishment of the MCH, KOL-73, either under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other law in vogue and revised from time to time. The contractor shall obtain an undertaking from the deployed persons to the effect that the deployed persons are the employees of the contractor. The Contractor shall submit the said undertaking to the MCH, KOL-73. In the event of any litigation on the status of the deployed staff, the MCH, KOL-73 shall not be a necessary party. However, in any event, either by the deployed persons or on order of a Court of Law, if the MCH, KOL-73 is made necessary parties in dispute to adjudicate the matter, the contractor shall reimburse the expenditure borne by the MCH, KOL-73 for such.

3.5 The contractor shall be fully responsible for the conduct of his staff.

3.5.1 The cleaning/housekeeping staff shall not divulge or disclose any details of operational process, technical know-how, confidential information, security arrangement, administrative matters, to third person(s).

3.5.2 The staff deployed should be disciplined, entailed on enforcing prohibition of alcoholic drinks, pan, smoking, loitering without work, gambling etc. any illegal, disruptive, immoral act in the MCH campus.

3.5.3 The staff should be sensitive in dealing with patients and persons accompanying patients and also the public at large visiting the MCH, kol-73.

3.5.4 The contractor and his staff shall take proper and reasonable care and precautions to prevent loss, destruction, waste or misuse in any area within its scope of responsibilities in the MCH kol-73, and shall not knowingly lend to any person or identity any of the effects, assets or resources of the MCH kol-73, under its control.

3.5.5 Any loss/ damage etc. to the property, persons (including to patient-parties) of the MCH kol-73 due to negligence/ any action on part of contractor or his staff, established after an enquiry by authorized representative(s) of the MCH authority/any higher authority of the Government; shall be recovered from the contractor through appropriate method without prejudice to any other rights and remedies available to the MCH, kol-73 under the contract.

3.5.6 Any misconduct/ misbehaviour by any cleaning/housekeeping staff deployed by the Contractor shall be promptly dealt with by the Contractor. If competent authority of the MCH so desires, such staff shall be immediately replaced by the contractor at his own risk, cost and responsibilities, with written intimation to the competent authority about such move.

3.6 The contractor shall maintain a pool of standby cleaning/housekeeping staff, so that he can substitute an absentee staff with a reliever of equal status. If any required worker is absent from duty on any occasion, Liquidated Damages as per GCC clause 9 shall be imposed.

3.7 Training on behavioural aspects and ethics to the cleaning/housekeeping staff deployed at the MCH kol-73, should be conducted regularly by the Contractor. Training report for the same shall be submitted by the contractor to the MCH authority half-yearly.

3.8 Appropriate measures for the health and safety of the cleaning/housekeeping staff deployed at the MCH should be undertaken by the Contractor regularly. A report regarding the same shall be submitted by the contractor to the MCH authority half-yearly.

3.9 The attendance sheet in respect of the cleaning/housekeeping staff deployed at MCH kol-73 shall be authenticated daily by a designated supervisory staff of contractor and countersigned by an appropriate authority of MCH authority. The attendance sheet shall be submitted by contractor along with the monthly bill payable to him by MCH kol-73.

4. Suggestion Book

4.1 The contractor shall meet the competent authority of MCH, kol-73 at mutually agreed. Intervals to take feedback on the cleaning/ housekeeping services being provided by it and rectify deficiencies accordingly.

4.2 The Contractor shall maintain a Suggestion book for comments on the services rendered by it and submit an 'Action Taken Report' on it to the competent authority of the MCH, kol half-yearly.

5. Modification of Contract

5.1 If necessary the competent authority of the MCH may, by a written order given to the Contractor at any time during the currency of the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more of the following: a) Requirements and Specifications of the goods and /or services. b) Any other area(s) of the contract, as felt necessary by the purchaser depending on the merits of the case.

5.2 In the event of any such modification/ alteration causing increase or decrease in the cost of goods and/ or services to be supplied and provided, or in the time required by the Contractor to perform any obligation under the contract, an equitable adjustment shall be made in the contract price and/ or contract delivery schedule, as the case may be and the contract amended accordingly. If the Contractor doesn't agree to the adjustment made by the competent authority of the MCH, the Contractor shall convey its views to MCH authority within 15 (fifteen) days from the date of the Contractor's receipt of the MCH authority's amendment/ modification of the contract.

6. Terms and Mode of Payment

6.1 Payment shall be made in Indian Rupees subject to recoveries, if any, by way of liquidated damages or any other charges as per terms and conditions of contract.

6.2 The Contractor shall raise bills in Proforma as per Section XII: Proforma of monthly-bill to be submitted by Bidder for all payments due to him at the end of each month. He shall submit the bills, along with necessary supporting documents in triplicate to MCH authority.

6.3 Along with the above bill the Contractor shall certify and submit supporting documents for the following:

i. The attendance sheet in respect of the cleaning/ housekeeping staff deployed at MCH kol-73, authenticated daily by a designated supervisory staff of contractor and countersigned by an appropriate authority of MCH kol-73.

ii. Date on which wages of the workers were credited to their bank accounts in the preceding month. (The bank statement showing monthly salary paid through ECS to the cleaning/housekeeping staff deployed at the MCH kol, in the preceding month shall be submitted for verification)

iii. The ESI Contribution relating to workers (copies of ESI Cards of workers, copy of ESI deposit challan shall be enclosed)

iv. EPF Contribution relating to workers (copies of EPF numbers of workers, copy of EPF deposit challan shall be enclosed)

v. Self declaration, "**We are complying with all statutory Labour laws in vogue and as amended up-to-date, including the Minimum Wages Act**".

6.4 For the cleaning/ housekeeping staff, payment shall be made for only those employees, who were on duty during the month. The payment shall be restricted to the salary paid to them by the contractor as per the statutory requirements. No payment shall be made for absentee employees.

6.5 Payment shall be made after the 'Work Done Satisfactorily' Certificate is issued against the bill by the competent authority of the MCH kol-73.

6.6 The contractor shall be absolutely and exclusively responsible for the payment of salary for the cleaning/housekeeping staff deployed at the MCH kol on or before the 7th of each succeeding month to protect the interest of cleaning/ housekeeping staff and ensure smooth running of cleaning/housekeeping in MCH kol-73, irrespective of whether or not he may be able to raise and submit bills or receive payments from MCH kol-73 by that time.

6.7 The contractor shall provide the mandate form for ECS payment to its housekeeping employees.

7. Variation, Delay in the Contractor's performance

7.1 The Contractor shall deliver the goods and perform the services under the contract as per quality, quantity and within the time schedule specified by the MCH authority in the relevant clauses of the contract.

7.2 Subject to the provision under GCC clause 12 any unexcused variation in quality, quantity, delay by the Contractor in maintaining its contractual obligations towards delivery of goods and/ or performance of services shall render the Contractor liable to any or all of the following sanctions: (i) imposition of liquidated damages, (ii) forfeiture of its performance security (iii) termination of the contract for default.

7.3 If at any time during the currency of the contract, the Contractor encounters conditions hindering timely delivery of the goods and/ or performance of services, the Contractor shall promptly inform the Purchaser in writing about the same and its likely duration and make a request to the MCH authority for extension of the delivery schedule accordingly. On receiving the Contractor's communication, the MCH authority shall examine the situation as soon as possible and, at its discretion, may agree to extend the delivery schedule, with or without liquidated damages for completion of Contractor's contractual obligations by issuing an amendment to the contract.

8. Performance Security

8.1 Within 15 (fifteen) days from date of the issue of notification of award by the Institution, the Contractor, shall furnish performance security to institute for 7% of the Months' Gross Amount Payable to Contractor [as per Row 22 of Schedule of Payment under Section XII: Proforma of Monthly Bill to be Submitted by Bidder] as per applicable rates on date of commencement of contract. The Performance Security shall be refunded on the the end of the contract period and its extensions thereof provided the work done by the successful bidder has been satisfactory and no complains are pending.

8.2 The Performance security shall be deposited in Indian Rupees to the state government through TR Challan under head of account 8443-00-103-Earnest Money-01-07-Deposit.

8.3 In the event of any failure /default of the Contractor with or without any quantifiable loss to the MCH kol, the amount of the performance security is liable to be forfeited. The MCH may do the needful to cover any failure/default of the Contractor with or without any quantifiable loss to the MCH.

8.4 In the event of any amendment issued to the contract, the Contractor shall, within 21 (twenty-one) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.

8.5 Subject to GCC sub — clause 8.1 and 8.3 above, the Purchaser will release the Performance Security without any interest to the Contractor on completion of the Contractor's all contractual obligations.

8.6 No Interest will be offered on the Performance security.

9. Liquidated damages

9.1 Subject to GCC clause 12, if the Contractor fails to deliver any or all of the goods and/ or fails to perform the services within the time frame(s) and other clauses incorporated in the contract, the Purchaser shall, without prejudice to other rights and remedies available to the institute under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 5% (five percent) of the Monthly Management Fee) per occasion of default/ per week or part thereof of delay until the completion of delivery and/ or performance; subject to a maximum of 30% (thirty percent) of the Monthly Management Fee) in any calendar month. Once the maximum is reached Purchaser may consider termination of the contract as per GCC 10.

10. Termination for default

10.1 The Purchaser, without prejudice to any other contractual rights and remedies available to it (the Purchaser), may, by written notice of default sent to the Contractor, terminate the contract in whole or in part, if the Contractor fails to deliver any or all of the goods and/ or perform the services and/ or fails to perform any other contractual obligation(s) as specified in the contract, or within any extension thereof granted by the institute pursuant to GCC sub-clause 7.3.

10.2 In the event the institute terminates the contract in whole or in part, pursuant to GCC sub-clause 10.1 above, the institute may procure goods and/or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the Contractor shall be liable to the institute for the extra expenditure, if any, incurred by the institute for arranging such procurement.

10.3 Unless otherwise instructed by the institute, the Contractor shall continue to perform the contract to the extent not terminated.

11. Termination for insolvency

11.1 If the Contractor becomes bankrupt or otherwise insolvent, the institute reserves the right to terminate the contract at any time, by serving written notice to the Contractor without any compensation, whatsoever, to the Contractor, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the institute.

12. Force Majeure

12.1 Notwithstanding the provisions contained in GCC clauses 7, 9 and 10, the Contractor shall not be liable for imposition of any such sanction so long the delay and/or failure of the Contractor in fulfilling its obligations under the contract is the result of an event of Force Majeure.

12.2 For purposes of this clause, Force Majeure means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non—performance or delay in performance. Such events may include, but are not restricted to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

12.3 If a Force Majeure situation arises, the Contractor shall promptly notify the institute in writing of such conditions and the cause thereof within 7 (seven) days of occurrence of such event. Unless otherwise directed by the Purchaser in writing, the Contractor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

12.4 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding thirty days, either party may at its option terminate the contract without any financial repercussion on either side.

12.5 In case due to a Force Majeure event the Purchaser is unable to fulfil its contractual commitment and responsibility, the Purchaser will notify the Contractor accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

13. Termination for convenience

13.1 The Purchaser reserves the right to terminate the contract, in whole or in part for its (Purchaser's) convenience, by serving written notice on the Contractor at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the Purchaser. The notice shall also indicate interalia, the extent to which the Contractor's

performance under the contract is terminated, and the date with effect from which such termination will become effective.

14. Governing language

14.1 The contract shall be written in English language. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

15. Notices

15.1 Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by cable or telex or facsimile and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.

15.2 The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

16. Resolution of disputes

16.1 If dispute or difference of any kind shall arise between the institute and the Contractor in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

16.2 If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, either the Purchaser or the Contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In the case of a dispute or difference arising between the institute and a Contractor relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration of an officer in the Department of Health and Family Welfare, Government of West Bengal, appointed to be the arbitrator by the Principal Secretary to that Department. The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the Arbitrator shall give reasoned award in case the value of claim in reference exceeds Rupees One Iakhs (Rs. 1,00,000/-)

16.3 The venue of arbitration shall be the place from where the contract has been issued, i.e., Kolkata, India.

17. Applicable Law and Legal Suits

17.1 The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

17.2 All disputes would be decided at the Kolkata jurisdiction.

18. General/ Miscellaneous Clauses

18.1 Nothing contained in this Contract shall be constructed as establishing or creating between the parties, i.e. the Contractor on the one side and the institute on the other side, a relationship of master and servant or principal and agent.

18.2 Any failure on the part of any Party to exercise right or power under this Contract shall not operate as waiver thereof.

18.3 The Contractor shall notify the institute of any material change that would impact on performance of its obligations under this Contract.

18.4 Each member/constituent of the Contractor, in case of consortium shall be jointly and severally liable to and responsible for all obligations towards the institute for performance of contract/services including that of its Associates/Sub Contractors under the Contract.

18.5 The Contractor shall, at all times, indemnify and keep indemnified the institute against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the Contractor/its associate/affiliate etc.

18.6 All claims regarding indemnity shall survive the termination or expiry of the contract.

SECTION VI: REQUIREMENTS:

Part: A

SL. NO	GOODS AND SERVICES	UNSKILLED	SEMI SKILLED	SKILLED	TOTAL WORKER
1.	Housekeeping & Cleaning staff with uniform and I-Card for Wards, Operation Theatres, laboratories, Blood Bank, Dialysis, Emergency, ICU, CCU & CTVS ICU, Guest House, Residential Complex, Medical College, Hostels, Nursing College, Library, Auditorium, AC Plant, OPDs, Kitchen, CSSD, Laundry, Boiler, Manifold, Mortuary, IPD, Cafeteria, Public Toilets, Parking, Periphery of the Buildings, Road cleaning, Pump House, STP & clearance of chockings (round the clock)	156	0	0	156
2.	Supervisor for monitoring and supervision in all 3 shifts, 7 days of week	0	3	0	3
3.	2 (two) sets of uniforms per year, I-Cards to all workers. Gum boots, hand gloves, safety goggles, masks, safety gears etc. to those required. Quality and colour code of such shall be as approved by competent authority of MCH, kol. All charges for these items of attire shall be borne by the bidder.				
4.	Machines, equipment, tools and tackles, small or big, covered trolleys, other items required for the job. All charges for using services of these housekeeping equipment shall be borne by the bidder.				
5.	Administrative, management, incidental services to conduct the job				
6.	Licences, if any required for housekeeping services at the site.				

Part: B

Housekeeping consumables like cleaning materials, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants, dust bins, dust pans, brushes, brooms, sponge, scrubbers, dusters, wipers, buckets, mops, coloured waste disposal bags etc. shall be provided by the MCH/ hospital.

Part: C

The bidders are requested to make an onsite assessment of the housekeeping & cleaning job in the MCH, Kol before quoting rates for this tender.

SECTION VII: SPECIFICATIONS:

Norms of Services to be provided for Hospital wards etc.

1.1 Minimum Norms of service at Hospital Wards etc.

1. Every worker will be expected to clean daily in each shift (Each shift implies 8 (eight) hours of continuous duty with 1/2 an hour break in between)
 - a. One or more adjacent ward/s consisting of minimum of 45 beds and up to a maximum of 60 beds along with the toilets, adjacent rooms including nursing stations, adjacent corridors, side walls, windows, ledges, ceiling for cob webs, fittings and equipment lying therein. (Adjacent wards each having less than 45 beds each are to be clubbed together to be eligible for posting of one worker). [NB- Beds imply number of sanctioned beds in actual position in the ward. Extra and Floor beds are to be ignored]. The cleaning standards will be as per 1.4.1 below OR
 - b. One or more adjacent OT complex/ Labour Room Complex with all adjacent room including nursing stations, toilets corridors. The cleaning standards will be as per 1.4.2 below OR
 - c. One or more adjacent ITU/ICU/SNCU.NICU.PICU or any Intensive Therapy/Care Unit by whatever name called complex with all adjacent rooms including nursing stations, toilets The cleaning standards will be as per 1.4.1 below OR
 - d. Minimum 10 Paying Cabins or maximum 15 paying cabins with their adjacent toilets, Adjacent rooms including nursing stations (Less than 10 paying cabins will be tagged with adjacent wards and each cabin will be considered as 4 sanctioned beds) the cleaning standards will be as per 1.4.1 below
- 2 Every worker will be expected to clean 1000 sq metres of non bedded floor space daily in each shift (This includes offices, training schools, nurses hostel, diagnostic labs, blood banks, OPDs, Emergency, immediately hospital- adjoining open space etc) The cleaning standards will be as per 1.4.3 below

1.2 Terms and conditions of Housekeeping services for Medical Colleges

Schedule of work and Special Terms and Condition

1. Norms of Services to be provided:-

a. Scope of services to be provided for the following demarcated areas:- Medical College premises including library, common room, office rooms including Principal's & Dean's Office & buildings, seminar rooms, lecture theatres, demonstration rooms, auditorium / auditoria, museum, laboratories, dissection hall, examination hall, Teachers room, PGT rooms, conference hall, store rooms, hostel rooms, hostel kitchen, hostel dining room, hostel visitors' room, hostel common room, guest house, animal house, wash room including toilets, will include:-

i. Nature of shift: For the Medical College premises including common room, office rooms including Principal's & Dean's Office & buildings, seminar rooms, lecture theatres, demonstration rooms, auditorium / auditoria, museum, laboratories, dissection hall, examination hall, Teachers room, PGT rooms, conference hall, store rooms, inclusive of toilets wherever applicable, there will be only one shift from 8 AM to 4 PM.

ii. Nature of shift: For the Medical College premises hostel rooms, hostel kitchen, hostel dining room, hostel visitors' room, hostel common room, guest house, animal house, wash room including toilets, there will be only two shifts from 6 AM to 2 PM and from 2 PM to 10 PM.

b. Every worker will be expected to clean daily in the morning and afternoon shift (Each shift implies 8 (eight) hours of continuous duty with 1/2 an hour break in between)

c. Every worker should clean Minimum 15 rooms and maximum 20 rooms in the areas demarcated in the scope of work above inclusive of the veranda, corridor, stair-case, and roof.

d. One worker in each shift should be exclusively designated to clean the common toilet area of hostel, college building and office building including attached toilets in the areas demarcated in the scope of work above.

e. Campus cleaning should be done once daily in the morning.

f. Every worker will be expected to clean a minimum of 1000 sq metres to a maximum of 1500 sq Metres of floor space daily in each shift (This includes office buildings, college buildings, and hostels - adjoining open space and compound [inside and adjoining drains and surrounding areas] etc). The cleaning standards will be as per paragraph 1.5 below.

1.3 Calculation of requirement

The number of workers and supervisors will be specified by the Medical Administration Branch of the Department for tertiary hospitals and by Hospital Administration branch of the directorate for secondary hospitals based on the calculations given above and under no circumstances should the upper limit be exceeded.

The cleaning and housekeeping services to be provided will include the floor, ceiling, roof of the covered areas, surface and concealed drains, side walls, all furniture and fittings and equipment lying therein, washbasins, toilet fittings etc and any other thing related to the cleanliness, hygiene and infection control in this designated area. All workers employed by the contractor will have to abide by the hospital waste management plan as applicable to their scope of service.

The intending bidder should have the knowledge of the different sites and locations and the timings his organisation will have to provide services in. He should quote his rates based on this. Failure to garner proper knowledge of the ground realities and quoting abnormally low rates will not be an excuse for poor/deficient services on a later date.

1.4 Utilisation of sweeping personnel

1.4.1) In Wards, ICU, ITU, Paying Cabin etc. (where patients remain admitted round the clock) –

The workers will be placed in the respective wards/ICU/Paying Cabins for duties round the clock. They will remain present in the respective wards/ICU/Paying Cabins at all times during their duty hours and will leave the ward for short periods only after being permitted by the on duty nursing personnel.

1.4.1.1) Cleaning of Floors:

1. The floors of the entire ward and the adjoining corridors should be swept and wet mopped thrice a day at 7:00 a.m., 2:15 p.m. and 8 p.m. (Once every shift)
2. In addition to these stipulated timings, the worker shall also undertake such sweeping / cleaning / mopping operation as and when required or as directed by the medical officer on duty / ward master / Asst Superintendent/nursing staff on duty, or such personnel as may be authorized in this regard by the Medical Superintendent cum VP at any time of the day and night.
3. The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.
4. For excessively dirty areas, mechanical cleaners are to be used at least once monthly.

1.4.1.2) Cleaning of other areas:

(1) The side walls up to 3 feet, glazed tiles, and windows including sills and ledges, window glass, ceilings, roof, drains, signage's, doors, ventilators of the defined areas shall also be cleaned daily. Disinfectants are to be used as required.

(2) All the furniture, equipment, Ceiling Fans and other fittings lying there shall also be wiped and cleaned twice weekly.

(3) Window glass shall be inspected daily and any loose glass will be fixed immediately with putty. If there is breakage of glass due to it becoming loose, the broken glass pane will be replaced by the contractor at his own cost.

1.4.1.3) Cleaning of Toilets:

1. The toilets should be thoroughly cleaned at least thrice a day (once every shift) and mopped dry. Cleaning should include the floor, the side walls, the ceiling, ventilators and all fittings. The floor should be made no slippery and all deposits removed. In case of fittings, the water cisterns should be kept operational, the taps should be usable and deposits should be removed from all ceramic materials.

2. Disinfection is to be done after cleaning.

3. in addition to these stipulated timings, worker shall also undertake such sweeping / cleaning / mopping operation as and when required or as directed by the medical officer on duty / ward master / Asst Superintendent/nursing staff on duty, or such personnel as may be authorized in this regard by the Medical Superintendent cum VP at any time of the day and night.

4. The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.

5. The outlets and drain pipes of the urinals should be kept clog free and fixed in proper place.

6. For excessively dirty areas, mechanical cleaners are to be used at least once monthly.

7. The clogged drain pipes are to be de clogged immediately and drain chambers cleaned thoroughly once a week as part of preventive maintenance.

8. The sink and chamber covers are to be kept airtight.

9. No washing basins, gully trap, water closet commode or any other water outlet should be allowed to be clogged. If clogged, it should be restored.

10. The supervisor of the contractor will maintain close liaison with the PWD authorities to ensure that the taps, wash basins, cisterns, septic tanks, soak pits, exhaust fans etc are always kept in working order

1.4.1.4) Miscellaneous Duties:

- i. Providing bed pans/ urinals to patients on demand and keeping the bedpans/ urinals clean and fit for use at all times.
- ii. Carrying call books from and to doctors, nurses and offices
- iii. Assist the nursing staff in administering enemas.
- iv. Emptying and cleaning of the bedside gumla of the patient
- v. Washing of soiled linen on daily basis prior to handing over to dhobi
- vi. Carrying patient samples to the diagnostic labs and collecting the reports thereof
- vii. Assisting the Doctors/ Nursing Staff for different patient care services like handling medical gases etc.
- viii. Carrying materials including medicines from the stores
- ix. Carrying patients to different wards, OT, other departments as and when necessary
- x. Cleaning up the patient's bed after soiling
- xi. Perform all tasks as provided in the Bio Medical Waste Management Plan and Policy of the hospital
- xii. Other Cleaning and Housekeeping jobs as entrusted by the Medical Officer/Nursing Staff/Administrative Officer on duty
- xiii. Any other job of similar nature that may be entrusted to them from time to time by the Medical Superintendent cum VP or his authorised representative.

1.4.2) OT/Labour Room Cleaning:

The workers will be placed in the labour room and the emergency OT for duties round the clock. For other OTs, they will be provided only for the morning and evening shifts. They will remain present in the OT/ Labour Room at all times during their duty hours and will leave the place of duty for short • periods only after being permitted by the on duty nursing personnel.

- 1) The floors of the entire designated area of emergency OT/Labour Room should be swept thrice a day at 8:00 a.m., 2:15 p.m. and 8 p.m. (Once every shift). For other OTs, sweeping shall be done in the morning and after the end of the day's work.
- 2) All fittings, furniture, equipment, OT/Labour tables, ceiling lights are to be cleaned and carbolised at the beginning of OT, in between cases and the end of the day's work.
- 3) The used OT/labour room linen are to be washed on the same day prior to handing over to the dhobi/cleaning agencies

- 4) In addition to these stipulated timings, workers shall also undertake such sweeping / cleaning / mopping operation as and when required or as directed.
- 5) The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.
- 6) For excessively dirty areas, mechanical cleaners are to be used at least once monthly.
- 7) As OT/Labour room related work has many components, the instructions of the Medical Superintendent cum VP, OT/Labour Room Sister in Charge /medical officer on duty / ward master / Asst Superintendent/nursing staff on duty are to be followed.
- 8) Fumigation is to be done as per schedule
- 9) All workers employed by the contractor will have to abide by the hospital waste management plan as applicable to their scope of service.
- 10) To perform any other cleaning works as directed by the Medical Superintendent cum VPs or his authorised person

1.4.3) cleaning of non bedded covered areas:

(This includes offices, training schools, nurses' hostel, diagnostic labs, blood banks, OPDs, Emergency etc)

The workers will be placed in the non- bedded areas for duties only during the morning shift. They will remain present in the place of work at all times during their duty hours and will leave the place of duty for short periods only after being permitted by the on duty personnel.

1.4.3.1) Cleaning of Floors:

1. The floors of the entire area and the adjoining corridors, staircases, landings should be swept and wet mopped once during a shift.
2. In addition to these stipulated timings, the worker shall also undertake such sweeping / cleaning / mopping operation as and when required or as directed by the medical officer on duty / ward master / Asst Superintendent/nursing staff on duty, or such personnel as may be authorized in this regard by the Medical Superintendent cum VP at any time of the day and night.
3. The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.
4. For excessively dirty areas, mechanical cleaners are to be used at least once monthly

1.4.3.2) Cleaning of other areas-

- 1) The side walls up to 3 feet, glazed tiles, and windows including sills and ledges, window glass, ceilings, roof, banisters, signage's, railings, gates, doors, drains, ventilators of the defined areas shall also be cleaned daily.

2) All the furniture, equipment, Ceiling Fans and other fittings lying there shall also be wiped and cleaned twice weekly.

3) Window glass shall be inspected daily and any loose glass will be fixed immediately with putty. If there is breakage of glass due to it becoming loose, the broken glass pane will be replaced by the contractor at his own cost.

1.4.3.3) Cleaning of Toilets:

1) The toilets should be thoroughly cleaned once at the beginning and once at the end of the morning shift and mopped dry. Cleaning should include the floor, the side walls, the ceiling, ventilators and all fittings. The floor should be made non slippery and all deposits removed. In case of fittings, the water cisterns should be kept operational, the taps should be usable and deposits should be removed from all ceramic materials.

2) Disinfection is to be done after cleaning

3) In addition to these stipulated timings, a worker from the emergency reserve shall also undertake such sweeping / cleaning / mopping operation as and when required or as directed by the medical officer on duty / ward master / Asst Superintendent/ staff on duty, or such personnel as may be authorized in this regard by the Medical Superintendent cum VP at any time of the day and night.

4) The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.

5) The outlets and drain pipes of the urinals should be kept clog free and fixed in proper place.

6) For excessively dirty areas, mechanical cleaners are to be used at least once monthly.

7) The clogged drain pipes are to be de clogged immediately and drain chambers cleaned thoroughly once a week as part of preventive maintenance.

8) The sink and chamber covers are to be kept airtight.

9) No washing basins, gully trap, water closet commode or any other water outlet should be allowed to be clogged. If clogged, it should be restored at the contractor's cost.

10) All workers employed by the contractor will have to abide by the hospital waste management plan as applicable to their scope of service.

11) The supervisor of the contractor will maintain close liaison with the PWD authorities to ensure that the taps, wash basins, cisterns, septic tanks, soak pits, exhaust fans etc are always kept in working order

12) To perform any other cleaning works as directed by the Medical Superintendent cum VP or his authorised person

1.4.3.4) Cleaning of hospital ward adjoining contiguous uncovered space:

This relates only to open spaces like courtyards in between wards and front entrance portico. This does not include the whole hospital campus.

1. The entire area is to be swept and cleaned once daily. All litter and waste materials are to be collected and disposed as per the waste management plan of the hospital.
2. The drains are to be cleaned and de-clogged if necessary. Disinfectants are to be spread.
3. De-weeding, removal of undergrowth, cutting of grass to be done as required
4. Septic tanks, gully pits etc are to be cleaned and cleared.
5. Outside façade, sills, ledges are to be cleaned
6. To perform any other cleaning works as directed by the Medical Superintendent cum VP or his authorised person.

1.5.1. Cleaning of covered and open areas of Medical Colleges:

This includes

1. Medical college premises including library, common room, office rooms including Principal's & Dean's Office & buildings, seminar rooms, lecture theatres, demonstration rooms, auditorium / auditoria, museum, laboratories, dissection hall, examination hall, Teachers room, PGT rooms, conference hall, store rooms, animal house, wash room including toilets,- adjoining open space and compound etc. The workers will be placed in these areas for duties only one shift from 8 AM to 4 PM.
2. Medical college premises hostel rooms, hostel kitchen, hostel dining room, hostel visitors' room, hostel common room, guest house, animal house, wash room including toilets,- adjoining open space and compound etc. The workers will be placed in these areas for duties in two shifts from 6 AM to 2 PM and from 2 PM to 10 PM.) They will remain present in the place of work at all times during their duty hours and will leave the place of duty for short periods only after being permitted by the on duty personnel.

13.2. Cleaning of Floors:

1. The floors of the entire area specified in paragraph-1 hereinbefore and the adjoining corridors, staircases, landings should be swept and wet mopped once at least daily between 8A.M. to 4 P.M.
2. In addition to these stipulated timings, the worker shall also undertake such extra sweeping / cleaning / mopping operation as and when required or as directed by the hostel

Superintendent/Asst Superintendent or such personnel as may be authorized in this regard by the Principal at any time during the shift.

3. The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.

4. For excessively dirty areas, mechanical cleaners are to be used at least once monthly.

1.5.3. Cleaning of other areas-

1) The side walls up to 3 feet, glazed tiles, and windows including sills and ledges, window glass, ceilings, roof, banisters, signage's, railings, gates, doors, drains, ventilators of the defined areas shall also be cleaned daily.

2) All the furniture, equipment, Ceiling Fans and other fittings lying there shall also be wiped and cleaned once weekly.

3) Window glass shall be inspected daily and any loose glass will be fixed immediately with putty. If there is breakage of glass due to it becoming loose, the broken glass pane will be replaced by the contractor at his own cost

1.5.4. Cleaning of Toilets:

1) The toilets should be thoroughly cleaned once at the beginning of the Office hours/College hour's daily and mopped dry.

2) The toilet blocks inside the hostels should be thoroughly cleaned in each shift that is twice daily. Cleaning should include the floor, the side walls, the ceiling, ventilators and all fittings.

3) The floor should be made no slippery and all deposits removed. In case of fittings, the water cisterns should be kept operational, the taps should be usable and deposits should be removed from all ceramic materials.

4) Disinfection is to be done daily after cleaning.

5) In addition to these stipulated timings; a worker from the emergency reserve shall also undertake such sweeping / cleaning / mopping operation as and when required or as directed by the personnel as may be authorized in this regard by the Principal / Dean / Hostel Superintendent /Assistant Superintendent at any time during the shift.

6) The floor areas are to be specially cleaned with hard brushing with detergents on Sundays.

7) The outlets and drain pipes of the urinals should be kept clog free and fixed in proper place.

8) For excessively dirty areas, mechanical cleaners are to be used at least once monthly.

9) The clogged drain pipes are to be de clogged immediately and drain chambers cleaned thoroughly once a week as part of preventive maintenance.

10) The sink and chamber covers are to be kept airtight.

11) No washing basins, gully trap, water closet commode or any other water outlet should be allowed to be clogged. If clogged, it should be restored at the contractor's cost.

12) All workers employed by the contractor will have to abide by the bio-medical waste management plan as applicable to their scope of service.

13) The supervisor of the contractor will maintain close liaison with the PWD authorities to ensure that the taps, wash basins, cisterns, septic tanks, soak pits, exhaust fans etc are always kept in working order

14) To perform any other cleaning works as directed by the Principal or his authorised person

1.5.5. Miscellaneous Duties:

1. Perform all tasks as provided in the Bio Medical Waste Management Plan and Policy of the Medical College

2. Other Cleaning and Housekeeping jobs as entrusted by the Administrative Officer on duty

3. Any other job of similar nature that may be entrusted to them from time to time by the Principal or his authorised representative.

1.5.6. Cleaning of uncovered space:

This relates to open spaces like courtyards in between College building, Administrative Office, Hostels and front entrance portico etc. (This includes the whole College campus).

1. The entire area is to be swept and/or cleaned once daily as directed by the Principal or his authorised person. All litter and waste materials are to be collected and disposed as per the waste management plan of the Medical College.

2. The drains are to be cleaned and de-clogged weekly. Disinfectants are to be spread after cleaning.

3. De-weeding, removal of undergrowth, cutting of grass to be done weekly.

4. Septic tanks, gully pits etc are to be cleaned and cleared monthly.

5. Outside facade, sills, ledges are to be cleaned monthly.

6. To perform any cleaning works as directed by the Principal or his authorised person

2. PROVISION OF MATERIALS:

a. The Medical College authorities will provide the contractor's workers with all materials and consumables required for the cleaning and disinfection of the Medical College. At the beginning of the start of the contract, the supervisor shall make out and hand over to the Principal or his designated representative, a list of quarterly requirements of materials and consumables. The Medical College authorities shall provide to the supervisor, on time to time, the materials and consumables based on an objective assessment of the indent. The

workers should ensure that the supplied materials and consumables are used judiciously without wastage or pilferage. Wastage or pilferage of supplied materials will attract the provision of recovering the cost of items from the bills or security deposit of the contractor.

b. The responsibility of maintenance of the cleaning aids, items in the toilets, and waste trolleys shall lie with the contractor. Whenever the Medical College authorities provide any cleaning aids, items in the toilets, and waste trolleys or any such other equipment, the contractor shall prior to taking them over, prepare a list indicating the actual present condition of the items and on termination of the period of contract hand them over in same condition. During period of use, necessary care to prevent damage shall be taken otherwise the damaged goods have to be replaced with similar items at contractor's own cost.

Medical Superintendent Cum Vice Principal
Medical College & Hospitals, Kolkata

SECTIONN VIII: Tender Application Form

PRE-QUALIFICATION APPLICATION FORMAT

(To be furnished in the Company's official letter pad with full address and contact no, E mail address etc)

To

Medical Superintendent Cum Vice Principal,

Medical College & Hospitals,

88, College Street,

Kolkata – 700 073.

Sub: NIT for cleaning and house-keeping services for the Medical College & Hospitals for the year 2014-17

Ref: - MCH, N.I.T. Nodated

Sir,

We, the undersigned have examined the above NIT Document, the receipt of which is hereby confirmed. We now offer to supply and deliver _____ (Description of goods and/ or services) in conformity with your above referred document for the sum, as shown in the price schedule/Bill of Quantity attached herewith and made part of this bid.

If our bid is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements and Consignee list. We further confirm that, if our bid is accepted, we shall provide you with a performance security of required amount in terms of GCC clause 8, for due performance of the contract.

We agree to keep our bid valid for acceptance as required in the GIB clause 11, or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Government Authorities/ Organization/ Institution etc.

Brief of court/legal cases pending, if any, are following:

We would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by the INSTITUTION to verify this statement.

We confirm that we fully agree to the terms and conditions specified in above mentioned NIT document.

We understand that:

(a) Tender Selection Committee can amend the scope & value of the contract bid under this project.

(b) Tender Selection Committee reserves the right to reject any application without assigning any reason.

(Signature with date)

(Name and designation)

Duly authorised to sign bid for and on behalf of Bidder

Contact No:

SECTION IX: PROFORMA FOR PERFORMANCE STATEMENT

PERFORMANCE STATEMENT FOR THE PERIOD OF LAST 3 YEARS

(Submit with documentary evidence)

Tender Reference No: _____

Date of opening : _____

Time : _____

Name of the Bidder : _____

Address of the Bidder : _____

Order placed by (full address of Purchaser)	Order No. and date	date Goods and services Ordered For	Period of Contract	No. & type of employees deployed	No. & Types of equipment used	Value of order (Rs.)	Was the Contract performed Satisfactorily (attach documentary evidence)**
1	2	3	4	5	6	7	8

**The documentary evidence will be a certificate or bill paid by the purchaser/ consignee/end user with cross- reference of order no. and date, preferably with a notarized certification authenticating the correctness of the information furnished.

Dated:

Signature and seal of the Bidder

SECTION X: Price Schedule/Bill of Quantity

[Directions to bidders for quoting prices online: The online Bill of Quantities (BOQ) will contain many columns. Please consider only the following columns in BOQ and quote your all inclusive price, (excluding Service Tax) for supply of one unit of goods and/ or services you intend to bid for in Column number seven (7) titled as 'Basic Price (in Rs)' of the BOQ. Service Tax shall be paid for by the purchaser as applicable. Minimum wages, bonus, entitlement, dues etc. as per the relevant statues in vogue shall be paid for by the purchaser as revised from time to time.

Sl. No. (Col. 1)	Item Description (Col. 2)	Quantity (Col. 4)	Units (Col. 5)	Basic Price (in Rs)(Col. 7)
1	<p>The bidder shall quote a 'Management Fee' for providing goods and/ or services, as applicable in the tender. The Management Fee shall be quoted as a percentage of the total Statutory Monthly Emoluments payable to the total number of (unskilled + semi-skilled + skilled) workers deployed for housekeeping services in the Hospital. Here 'Statutory Monthly Emoluments' shall mean amount payable as per Row 12 of Schedule of Payment under Section- XIII: Proforma of Monthly Bill to be submitted by the Bidder. Service Tax as applicable from time to time shall be paid extra. No additional charges, taxes etc. will be paid. The bidder may quote upto a maximum of 10% (ten percent) as Management Fee.</p> <p>[For example: If you quote the figure '5', it means that you will charge 5% (five percent) of total Statutory Monthly Emoluments payable to the total number of (unskilled + semiskilled + skilled) workers deployed for housekeeping services in the MCH/ hospital as Management Fee per month. Service Tax as applicable from time to time shall be paid extra. No additional charges, taxes etc. will be paid. You may quote up to a maximum of 10% (ten percent) as Management Fee.]</p>	1	1 no.	[Quote Figure]

Total Tender price in Rupees :.....(a figure will be computed by software by default)
In words :.....(a figure will be computed by software by default)

Note:

1. If there is a discrepancy between the unit price and total price, THE UNIT PRICE shall prevail.

Upload with digital signature of authorized personnel of Bidder

Government of West Bengal
Medical College & Hospitals, Kolkata, WB
88, College Street, Kolkata-73
Phone No (033) 2255-1501
E mail: msvp_kmch@wbhealth.gov.in

SECTION XI: CONTRACT FORM

Contract no:

Dated:

This is in continuation to this office's

Notification of Award No :

Dated:

1) Name of the Contractor : _____

2) Address of the Contractor: _____

3) Medical college & hospitals, kol, TE document No : _____ Dated: _____
And subsequent Amendment No: _____ dated: _____ (if
any), issued by the Medical college & Hospitals, Kolkata-73.

4) Contractor's Bid No: _____ dated: _____ and subsequent
communication(s) No: _____ dated: _____ (if any),
exchanged between the Contractor and the purchaser in connection with this tender.

5) In addition to this Contract Form, the following documents etc, which are included in the documents mentioned above, shall also be deemed to form and be read and construed as integral part of this contract:

- i. Notice Inviting Tender
- ii. Preamble
- iii. General Instructions to Bidders (GIB)
- iv. General Conditions of Contract (GIC)
- v. Requirements
- vi. Specifications
- vii. Tender Application Form furnished by the Contractor
- viii. Price Schedule(s) furnished by the Contractor in its bid
- ix. Purchaser's Notification of Award

6) Some terms, conditions, stipulations etc. out of the above-referred documents are reproduced below for ready reference:

6.1 Brief particulars of the goods and/ or services which shall be supplied/ provided

By the Contractor are as under:

Schedule No.	Brief description of goods/services	Quantity	Unit Price	Total price

6.2 Financial limit to contract

6.3 Requirements and EMD

6.4 Consignee List

6.5 Variation, Delay in the Contractor's performance

6.6 Any other additional services (if applicable) and cost thereof:

6.7 Performance Security

6.8 Housekeeping Staff to be deployed by Contractor at MCH/ Hospital

6.9 Terms and Mode of Payment

6.10 Liquidated Damages

6.11 Termination for Default

6.12 Termination for insolvency

6.13 Force Majeure

6.14 Termination for convenience

6.15 Notices

6.16 Resolution of disputes

6.17 Applicable Law and Legal Suits

6.18 General/ Miscellaneous Clauses

6.19 Assignment

Medical Superintendent Cum Vice Principal
Medical College & Hospitals, Kolkata

For and on behalf of _____

Received and accepted this contract (Signature, name and address of the Contractor's executive duly authorised to sign on behalf of the Contractor)

For and on behalf of _____

(Name and address of the Contractor) (Seal of Contractor)

SECTION XII: Proforma of monthly-bill to be submitted by Bidder

(G. O. No. HF/MA/1661/4R-06/12 dt.6.9.12 specifies statutory emoluments to workers)

(The monthly-bill raised by the Bidder shall be addressed to the Head of the MCH, KOL-73)

Contract No. :		Dated:		
SI no (1)	Schedule of Payment (2)	Unskilled Worker (Rs.) (3)	Semi skilled Worker (Rs.) (4)	Skilled Worker (Rs.)(5)
A	REIMBURSEMENT of Statutory Emoluments Payable to Housekeeping Personnel			
1	Minimum Monthly Wage rate as per Labour Department, Govt. of West Bengal per Worker			
2	Monthly EPF Contribution per Worker by Employer @ 12% of wage			
3	Monthly ESI Contribution per Worker by Employer @ 4.75% of wage			
4	EDLI Contribution payable per Worker by Employer @ 0.5% of wage			
5	Administrative Charges under EPF payable per Worker by Employer @ 1.11% of wage			
6	Bonus @ 8.33% of Wage			
7				
8				
9				
10	Gross Statutory Monthly Emolument per worker (Rows 1+2+3+4+5+6+7+8+9)			
11	Number of Workers			
12	Total Statutory Monthly Emolument Payable to all Workers (Rows 10 x 11)			
13				
B	MANAGEMENT FEE, payable to Contractor for providing Housekeeping Services			
14	Management Fee (... % of Total Statutory Emoluments Payable, i.e., ... % of Row 12)			
15	Less: Liquidated Damages (Annex a Separate List)			
16	Net Management Fee (Rows14 —15)			
17	Service Tax on Net Management Fee			
18	Education Cess on Service Tax			
19	Higher Education Cess on Service tax			
20				
21				
22	Gross Amount Payable to Contractor (Rows 13+16+17+18+19+20+21)			
23	Less: Income Tax Deducted at Source on Net Management Fee (on Row 16)			
24				

25		
26	Net Amount Payable to Contractor [Rows 22 — (Rows 23+24+25)] (Rupees in words)	
27	<p>i. The attendance sheet in respect of the housekeeping staff deployed at MCH, KOL73, authenticated daily by a designated supervisory staff of contractor and countersigned by an appropriate authority of MCH, KOL-73.</p> <p>ii. The wages of workers were credited to their bank accounts on..... (date). (The bank statement showing monthly salary paid through ECS to the housekeeping staff deployed at the MCH, KOL-73 in the preceding month shall be submitted for verification)</p> <p>iii. ESI Contribution relating to workers amounting to Rs..... was deposited on..... (date) (copies of ESI Cards of workers, copy of ES1 deposit challan shall be enclosed)</p> <p>iv. EPF Contribution relating to workers amounting to Rs..... was deposited on.....(date) (copies of EPF numbers of workers, copy of EPF deposit challan shall be enclosed)</p> <p>v. We are complying with all statutory Labour laws in vogue and as amended uptodate, including the Minimum Wages Act.</p> <p>vi.</p> <p>vii.</p> <p>viii.</p>	

ANNEXURE I

Draft Affidavit Proforma

I Sri/Smt.
The Managing Director /Proprietor (etc.) of the Firm.
,..... (Name of the firm)
At (address).....
P.O... ..
P.S.....Dist.....

do hereby solemnly affirm and declare as follows:

1. That I have not ever been convicted of any offence making myself liable to be disqualified to supply/Service ofto any Govt. or Govt. undertaking Organization /Institution in the State of West Bengal or other State or States.
2. That no case is pending against me or against my firm in any criminal court of law to supply/Service ofto the Govt. or Govt. undertaking Organization / Institution in the State of West Bengal or other State or States (If any case is pending, state the details).
3. That, I also declare that if any information subsequently found incorrect or false will it automatically render the tender submitted by me cancelled and make me liable for penal/legal action as per law of the country.
4. That I do further affirm that the statements made by me in this tender are true to the best of my knowledge and belief and all the documents attached are genuine & correct.

Deponent (s).

FORM 'A'
FINANCIAL INFORMATION

Financial Analysis- Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last 3 years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

SI . NO	Financial Statement	2012	2013	2014
A	Gross Annual turnover on Mechanized & Automated Cleaning			
B	Profit/Loss After Tax			

Signature of Bidder(s)

Signature of Chartered Accountant with Seal

FORM "B"
FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

[LETTER HEAD OF BANK]

This is to certify that to the best of our knowledge and information M/s.....
.....

of.....

(Address), customers of our bank are/is respectable and can be treated as good for any
Engagement up to a limit of Rs..... (Rupees.....)

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

Seal of the Bank (Signature) For the Bank

NOTE:

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

FORM "C"

STRUCTURE & ORGANISATION

1. Name of address of the bidder:
2. Telephone no./Telex no./Fax no:
3. Legal status of the bidder (attach copies of original document defining the legal status): (Please Tick Mark)
An individual/ A proprietary firm/ A firm in partnership/
A limited company / Corporation
4. Particulars of registration with various Government Bodies (attach attested Photocopy)

Institution/Place of registration

Registration No.

- a)
- b)
- c)

- 5 Name of Directors & Officers with designation to be concerned with this work.:
6. Designation of individuals authorized to act for the organization:
7. Was the bidder ever required to suspend construction for a period of more than six Months:
8. Continuously after the commenced the construction? If so, give the name of the project and reasons of suspension of work:
9. Has the bidder, or any constituent partner in case of partnership firm, ever neglected the Awarded work before its completion? If so, give name of the project and reasons for Neglect:
10. Has the bidder or any constituent partner in case of partnership firm, ever been Debarred/black listed for tendering in any organization at any time? If so, give details:
11. Has the bidder or any constituent partner in case of partnership firm, ever been Convicted by the court of law? If so, give details:
12. Any other information considered necessary but not included above:

Signature of Bidder(s)

LETTER HEAD OF THE TENDERER/BIDDER

To
**The Medical Superintendent cum Vice Principal,
Medical College & Hospitals,
88, College street
Kolkata-73.**

**Subject: TENDER FOR OUTSOURCING OF CLEANING AND HOUSE- KEEPING SERVICES
FOR THE YEAR OF 2014-2017**

Sir,

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

I/We hereby tender for the work specified for the **Medical Superintendent cum Vice Principal, Medical College & Hospitals, 88, College street, Kolkata-73**, within time specified in the tender document, Schedule of quantities and in accordance in all respects with the specifications and instructions of the Conditions of contract and with such materials as are provided for, by and in respects in accordance with, such conditions so far as applicable.

I/We agree to keep the tender bid validity for 3 years from the due date of its opening and not to make any modifications in its terms and conditions. A sum of Rs 30,000.00 has been deposited in Bank Demand Draft of a Schedule Bank issued by a Schedule Bank as Earnest Money.

If I/We fail to furnish the prescribed Performance Guarantee 10 % work value within prescribed period, I/We agree that the **Medical Superintendent cum Vice Principal, Medical College & Hospitals, 88, College street, Kolkata-73**, or his successor in office, shall, without prejudice to any other right or remedy available in law, be at liberty for forfeit the said Earnest Money and Performance Guarantee absolutely, otherwise the said Earnest Money shall be retained by him towards Security Deposit, to execute all the works referred to in the Bid Document upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered. Further. I/We agree that in case of forfeiture of Earnest Money or both earnest Money & Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

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

Dated:

Signature of Tenderer/Bidder

**FORMAT FOR CHECK LIST in respect of
“E- TENDER FOR OUTSOURCING OF CLEANING AND
HOUSEKEEPING FOR THE YEAR 2014-17”**

NIT No.

Date

Name of the Tenderer: - _____

Full Address of the Tenderer: _____

_____.

E-Mail: - _____

Contact person relating to vendor & Mob. No. :- _____

Tendering as: Firm/Co-Operative Societies /Experienced Agency (Strike out which is not applicable)

Average Annual Turn Over: Rs.....

Sl.No	Items	Pl mark \surd		Page no.	Remarks (for office use only)
		Yes	No		
1	Application submitted in (Section –VIII)	Yes	No		
2	Affidavit of non conviction affirmed before a First Class Judicial Magistrate/Executive Magistrate or Notary Public (Annexure I)	Yes	No		
3	Copy of Demand Draft of Rs 30,000/- in favour of Accounts Officer, MCH, Kolkata as Earnest Money	Yes	No		
4	Copy of PAN Card of the authorised signatory :	Yes	No		
5	Income Tax Returns submitted of last 3 years.	Yes	No		
6	Service Tax, Professional Tax Regn. Certificate	Yes	No		

7	ESIC Registration certificate	Yes	No		
8	EPFO Registration certificate	Yes	No		
9	Registration under Contract Labour (Regulation and Abolition)	Yes	No		
10	Registration with Registrar of Companies	Yes	No		
11	Power of Attorney	Yes	No		
12	Attested photo copy of proof of holding Employees' Deposit-Linked Insurance Policy.	Yes	No		
13	Latest Service Tax paid Challans	Yes	No		
14	Photo copy of registration certificate under Employees State Insurance Act, and under Employee Provident Fund Act and also latest proof of the same (Challans to be attached).	Yes	No		
15	Form: - A Financial Information.	Yes	No		
16	Form: - B Banker's Certificate from a Schedule Bank.	Yes	No		
17	Performance Report of works referred to in Section-IX	Yes	No		
18	Form:-C Structure & Organisation.	Yes	No		
19	Letter head of the Tenderer /Bidder	Yes	No		
20	Name of the payee/ recipient, Bank account no with MICR code, IFSC of the payee/recipient	Yes	No		