

ADMINISTRATION OF DAMAN AND DIU
DIRECTORATE OF MEDICAL & HEALTH SERVICES,
PRIMARY HEALTH CENTRE, MTO DAMAN

No. DMHS/DD/CLEAN/2014-15/4518

Dated: - 04/03/2015

E-TENDER (ON LINE) NOTICE

The Director, Medical & Health Services, Daman & Diu, Daman on behalf of President of India, invites **tender to outsource Housekeeping services at Community Health Centre, Moti Daman** through on-line on <http://daman.nprocure.com> from registered service providers having at least three years experience in the field and valid license from Labour Department of the State / Union Territory and also having ESI/EPF/PPF, Service Tax and PAN/TAN No. from the concerned Government Department. The tender notice also available on www.daman.nic.in

Sr. No.	Description	Estimated cost	EMD (in the form of FDR)	Tender Fees (Non-refundable)
1.	Man Power for 24x7 Housekeeping Services in 3 shift at Community Health Centre, Moti Daman and Daman Raktadan Kendra, Daman (As per Annexure "A") along with Bio Medical Waste Bag (Yellow, Red, Black, Green), Housekeeping chemical and consumable articles.	Rs.37,26,000/-	Rs.93,150/-	Rs.2000/-

Last date of downloading of on line tender documents : **Upto 23/03/2015 by 12.00 hours.**

Last date of submission of Tender bid in hard copy : **Upto 23/03/2015 by 13.00 hours.**

Last date of submission of online tender document : **Upto 23/03/2015 by 15.00 hours**

Opening of Technical Bid submitted in hard copy : **on 23/03/2015 by 15.30 hours**

On line opening of Price Bid : **If possible on 23/03/2015 17.00 hours**

Bidders have to submit price bid in Electronic Format only on www.nprocure.com till the last date and time for submission. Price Bid in physical format shall not be accepted in any case.

Submission of tender fees in the form of DD, EMD in the form of DD/FDR of Nationalised and other supporting documents i.e. copy of valid licence from competent authority, copy of VAT/ST/ Registration and copy of PAN/TAN of Income Tax etc., and terms and conditioned duly signed in hard copy to the undersigned by RPAD/Speed Post / by hand **on or before 23/03/2015 upto 13.00 hours**, however, Tender Inviting Authority shall not be responsible for any postal delay.

The tender inviting authority reserves the right to accept or reject any or all the tenders to be received without assigning any reasons thereof.

Bidders shall have to post their queries on E-Mail address : ddmssu.idsp@nic.in on or before dated **23/03/2015** upto 10.30 hours.

In case bidder needs any clarification or if training required for participating in online tender, they can contact the following office.
“(n) Code Solution – A division, GNFC Ltd.”,
403, GNFC Info Tower, Bodakdev,
Ahmedabad-380054, Gujarat (India).
E-Mail-nprocure@ncode.in Fax: + 917926857321
Website : www.nprocure.com

(Dr. K. Y., Sultan)
Director
Medical & Health Services

**ADMINISTRATIN OF DAMAN AND DIU
DIRECTORATE OF MEDICAL & HEALTH SERVICES,
COMMUNITY HEALTH CENTRE, MOTI DAMAN
DAMAN**

No.DMHS/DD/CLEAN/2014-15/4518

Dated: - 04/03/2015

Man Power for 24x7 Housekeeping Services in 3 shift at Community Health Centre, Moti Daman and Daman Raktadan Kendra, Daman (As per Annexure "A") along with Bio Medical Waste Bag (Yellow, Red, Black, Green), Housekeeping chemical and consumable articles.

TERMS AND CONDITIONS

1.	The Community Health Center, Moti Daman comprises of various blocks such as Male Ward, Female Ward, Maternity Ward, Eye Ward, Dental OPD, ICCU, Operation Theatre, Sonography, X-ray, Casualty, General OPD, Administrative Block, Conference Hall, etc.
2.	The service providers' person shall not claim any benefit / compensation / absorption / regularization of service with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
3.	The period of outsource is initially for a period of one year from the date of commencement and further renewal for the period of one year but not extending 3 years subject to satisfaction of work performance and same rates.
4.	The person deployed shall not claim any Master-Servant relationship against this office. The service provider for providing services as mentioned herein, shall be the employees of the Service Provider only and not of the Department.
5.	The persons supplied by the agency should not have any adverse Police records / criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they are recommending. The Health Department may dismiss or remove any person or persons, employed by the service provider, who may be incompetent or his/her/their misconduct and service provider shall forthwith comply with such requirement.
6.	The manpower engaged by the service provider should be healthy, physically fit and free from communicable diseases. The agency should quote consolidated lump sum rates per month including wages and other statutory liabilities and benefits such as PF, ESI etc. available to the employees under Labour / Minimum Wages Act. <u>The rates are inclusive of Bio Medical Waste Bag (Yellow, Red, Black & Green) House keeping chemical and consumable articles, etc.</u>
7.	The rate should be quoted in the prescribed form given by the department, as per Annexure-B.
8.	The bidder should have a Licence from Labour & Enforcement Officer, U.T. of Daman & Diu, Daman.
9.	The service provider shall be responsible for the attendance of their staff in the department. In case of any staff of the agency remain absent or granted leave by them, they will sent/arrange substitute otherwise twice of rate per person per day as accepted will be deducted from the bill of the agency.
10.	The service provider has to provide uniforms and the Photo Identity Cards to the persons employed by him/her during the office hours. These cards are to be constantly displayed.
11.	The service provider shall provide substitute immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
12.	Office shall not be liable for any loss, theft, burglary or robbery of any personal belonging equipment or vehicles of the personnel of the service provider.
13.	The deployed personnel should be polite, positive and efficient, while handling the assigned work and their actions should promote goodwill and enhance the image of this office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
14.	The service provider shall not assign, transfer, pledge or sub-contract the performance of services without the prior written consent of this office.

15.	The work order can be terminated by either party giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the work order then one month's wages etc. and any suitable amount due to the fault of agency shall be forfeited by this office.
16.	On the termination of the agreement as mentioned above, the agency will withdraw all its personnel and clear their account by paying them all their legal dues. In case of any dispute on account of termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
17.	The person deployed shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters as all are of confidential / secret nature.
18.	The service provider shall ensure deployment of suitable people from proper background after collecting proofs of identity like driving licences, bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reasons whatsoever immediately on receipt of such request.
19.	The character and antecedents of such personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect submitted to this office . The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
20.	The service provider shall engage the necessary person as required by the office from time to time. The person engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary and other dues included EPF, Bonus, Work Compensation Policy, Other Liabilities ever month incident upon this contract. Also compliance of statutory obligations such as <u>Minimum Wages Act, 1948</u> shall be responsibility of the firm solely. The salary paid as per Minimum Wages Act has to be deposit by RTGS to the personal accounts.
21.	The working hours would be 24x7 basis in 3 shift basis.
22.	The transportation, food, medical and other requirements i.e. statutory or whatsoever in respect of each personnel of the service provider shall not be borne by this office.
23.	In case of any theft or loss or property due to negligence or carelessness of your personnel, firm will be fully responsible and it will have to make good of the losses so incurred to this office otherwise the same will be deducted from the security deposit to be deposited by you.
24.	The service provider will submit the bill in triplicate in the first week of the following month for payment.
25.	The service provider shall provide substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
26.	Payment to the service provider would be strictly on certification by the officer with whom he/she attached with that his/her services were satisfactory and attendance.
27.	As per Minimum Wages Act the copy of <u>Provident Fund Challan</u> paid should be attached with monthly bill submitted to the department. Attendance will marked on Biometric attendance system and bill will be made as per attendance of biometric strictly.
28.	The firm must have their representative office in the U.T of Daman. And submit the complete address proof of the same.
29.	The service provider shall be contactable at all times and messages sent from the office to the service provider shall be acknowledged immediately on receipt on the same day.
30.	The successful bidder should furnish a Security Deposit equivalent to 10% of contract amount in form of FDR of Nationalized Bank of one year validity in favour of Director, Medical & Health Services, Daman. This office will not pay any interest on the earnest money / security deposit against the contract in its custody.
31.	The agency will be responsible for the payment of statutory liabilities such as PF and other charges etc. if any, in respect of persons deputed in the department and will submit the deposit challans showing the individual figure of deposit for the previous month along with remuneration bill. The agency will have to observe all the rules and regulations pertaining to <u>PF and Labour</u> Laws as applicable.
32.	Income Tax applicable, if any, as per income tax rules shall be deducted from the monthly bill (Gross amount) of the agency.

33.	All payment made by the Department shall be after deduction of tax at sources wherever applicable as per the provisions of Income Tax Act.
34.	The agency will be responsible for obtaining a licence / renewing the licence as the case may be, from the Licencing Authority under the Contract Labour (Regulation and Abolition) Act, 1970 and the department shall not be responsible for any damage / losses on this account.
35.	In case the service provider discontinues the contract before the expiry of the period his security shall be forfeited.
36.	The service provider shall at all times indemnify and keep indemnified the department against any claim on account of disability / death of any of its personnel caused while providing the services within / outside the site or other premises of the department which may be made under the Workmen's Compensation Act, 1923 or any other Acts or any other Statutory modifications hereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the working or there personnel of the service provider or in respect of any claim, damage or compensation under labour laws or other laws or rules made there under by any person whether in the employment of the service provider or not, who provided or provides the service at the site or any other premises of the department shall be as provided hereinbefore.
37.	The service provider shall at all times indemnify and keep indemnified the department against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the department's premises or before and after that.
38.	The main duties of the housekeeping personnel are as under:
a)	The House keeping personnel shall be required round the clock for manning various CHC blocks (As per ANNEXURE "A").
b)	The House keeping agency shall maintain the registers and comply with the local administration rules and regulations which employing contract workers.
c)	The House keeping agency shall pay all taxes to the Government.
d)	The agency will not allow or permit the employees to participate in any trade union activities or agitation in premises.
e)	The CHC shall pay the amount of monthly bill by Cheque in the agency's name and not to his personnel. As such the agency shall own the full responsibility for regular payment of wages to the personnel and for compliance of statutory liabilities.
f)	The house keeping agency should provide adequate number of housekeeping personnel as required or advised by the Hospital Authorities.
g)	The rates should be quoted along-with all kind of liquid, materials, equipment etc.
h)	The main duties and responsibilities of housekeeping staff shall be as under :-
i)	Daily cleaning, sweeping & mopping of the Departments like office, OPD Casualty, wards, OT, Lab, X-Ray, Kitchen etc (as per annexure "A"), sweeping / cleaning / dusting and moping of staircase, windows sills, projected, beams, etc, and the surrounding area and removing / shifting of garbage for its disposal. Cleaning and dusting of furniture should be done well before the commencement of working hours.
j)	Washing of wards with soap solution wet mopping and dusting of washable walls, windows, wall hung light, ventilators, glass panes, exhaust fans, ceiling fans etc. once in a week.
k)	Maintenance of bathrooms and toilet, scrubbing of walls, washing of W.C. and wash basins with vim and acid daily in the morning.
l)	Removing of cobwebs from the departments, like office, OPD, Casualty, wards, OT, X-ray, Kitchen etc. and toilets on day to day basis.
m)	Giving and removing of bedpans, urinals to patients as required and also preparing for operation and diagnostic procedure. cleaning and scrubbing of urinal and bedpans, buckets, dustbins, emptying and chamber of pors etc. with vim/detergent daily.
n)	Any Housekeeping personnel found drunk while on duty will not be allowed to perform duty in the hospital that day and a fine of Rs. 150/- (Rupees One Hundred Fifty only) per person per incident will be imposed for the same and will be deducted from the bill of the agency.

	o)	If any House keeping personnel is found without uniform and name plate, then a penalty of Rs. 100/- per person will be imposed and will be deducted from the bill of the contractor.
	p)	The amount of Earnest Money paid by the Tenderer(s) whose tenders are not accepted will be refunded to them by Cheque or Demand Draft (as may be convenient to the Tender Inviting Officer if the amount is above Rs.200/-) drawn on an branch of State of India or its subsidiary Schedule Bank. Where this mode of payment is not possible the amount will be refunded at the cost of the Tenderer.
	q)	The right to accept or reject without assigning any reasons any or all tenders in part or whole is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tenders as a whole or in part will be final and binding to all.
	r)	If the Tenderer whose tender is accepted, fails to execute the contract within stipulated time the Earnest Money Deposit of such tenders will stand forfeited to the Government.
39.		The tenderer should be a reputed firm with a proven track record providing housekeeping services in hospitals. Preference will be given to those who have well experience in the service providing housekeeping sector.
40.		The tenderer should provide addresses of hospitals where they provide housekeeping services and certificate from previous customer need to be attached.
41.		The rates quoted should be inclusive of all taxes, materials, liquid, etc. and no extra charge for any item will be paid on the rates quoted.
42.		Each bill in which any kind of tax is charged must contain the following certificate on the body of the bill. "CERTIFIED that the goods / services on which VAT/Sales Tax/Service Tax has been charged have not been exempted under the Central VAT/Sale Tax/Service Tax Act or the Rules made there under and the amount charged on account of VAT/Sales Tax ion these goods is not more than what is payable under the provisions of relevant Act or Rules made there under".
43.		Additional Terms and Conditions will be incorporated in needed to safeguard the interest of the institute.
44.		The Institute shall not be responsible for any delay / loss or non receipt of tenders by post / courier service.
45.		No unsolicited correspondence shall be entertained after the submission of the offer.
46.		No separate agreement will be required to be signed by the successful tender(s) for the purpose of this contract for providing housekeeping services. Rates tendered / offered in response to the concerned tender notice shall be considered as acceptance of all above terms and conditions for supply for all legal purpose.
47.		In case of any dispute in respect of the tender, all legal matters shall be instituted within the jurisdiction of Daman.
	(a)	The successful Tenderer will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of contract amount, that may be order, as the amount of security deposit.
	(b)	Non-receipt of Security Deposit within stipulated time limit will result in automatic cancellation of the order for work without any intimation.
	(c)	However in case if the Security Deposit may not have been deposited, the full Security Deposit as may be due from the agency will be recovered from the bill(s).

(Dr. K. Y. Sultan)
Director
Medical & Health Services.

Place :

Signature of Tenderer

Date :

Name of Tender with
Seal of the firm

NOTE : Please return one copy of this terms and conditions duly sign with seal of firm along with tender.

**ADMINISTRATIN OF DAMAN AND DIU
DIRECTORATE OF MEDICAL & HEALTH SERVICES,
COMMUNITY HEALTH CENTRE, MOTI DAMAN
DAMAN**

**E-TENDER DOCUMENTS FOR HOUSE KEEPING SERVICES TO COMMUNITY HEALTH
CENTRE, MOTI DAMAN**

**PART-I
ELIGIBILITY PARAMETERS.**

1.	Name of the Organization / Firm applying for providing outsourcing services.	
2.	Postal Address	
3.	Telephone / Fax / Mobile No. of the Organization / Firm.	
4.	Status of the Organization/Firm (whether Private or Public Sector undertaking or Sole Proprietor or Partnership or co-operative society etc.) The tender should attach a resolution passed by the Executive Body authorizing the specific officer / partner for signing the documents.	
5.	Name of person to be contacted.	
6.	Whether the tenders possessed the requisite experience, if yes, give details separate sheet be attached, if needed.	
7.	Particulars of License obtained from Labor & Enforcement Officer, U.T. of Daman & Diu, Daman. (attested copy of the document to be attached).	
8.	Details of PAN/TAN No. obtained (attested copy of the documents to be attached).	
9.	The details of Service Tax No. / VAT Account No. allotted to organization/firm. (Copy of document to be attached).	
10.	Details of Registration with the authorities in ESI/EPF/PPF Departments.(attested copy of the document to be attached). Paid Challan of EPF with ECR for last six month	
11.	Financial resources, assets in terms of tender's property. (Moveable and Immovable) held on the date of submission of tender (Latest audited balance sheet is also be attached)	
12.	Details of earnest money.	
13.	Declaration in the form of Affidavit that the individual / firm / organization including its partners and share holders was not black listed / prosecuted by any Departments / Statutory Bodies or by any Court of Law, is to be attached.	

Place :

Date :

Signature of Tenderer
Name of Tender with
Seal of the firm

ANNEXURE – A
DETAILS OF HOUSEKEEPING AREA

Sr. No.	Name of the area
A.	Ground Floor (PHC)
1.	External area
2.	Ground floor
3.	Kitchen + Store
4.	Toilet 3 Nos. + Store room 2 Nos.
5.	Physiotherapy unit
6.	Drug Section existing and new
7.	Nursing Station
8.	Doctor Duty Room + 1 toilet + 1 shower area
9.	Female Ward (15 beds + 2 toilet)
10.	Maternity ward (7 beds + 1 shower area + 1 toilet)
11.	Old labour room
12.	Minor O.T.
13.	Autoclave machine room
14.	New Labour room + 1 toilet
15.	Sister Room (2 bed)
16.	ECG (Post operative room)
17.	Health Education Cell
18.	Director's chamber.
19.	Dispatch Section (Office)
20.	Head Clerk's office
21.	Office Superintendent' office + 1 toilet
22.	Accounts Section + 1 toilet
23.	Assistant Account Officer + 1 toilet
24.	Dy. Director's chamber + 1 toilet
25.	Pharmacy room + 3 store room + 1 toilet
26.	Family Welfare / Cold chain room
27.	Male ward (14 bed + 2 toilet + 1 shower)
28.	X-ray Room
29.	RNTCP (TB OPD)
30.	DG Room
31.	Church
32.	Office of Dikri Development Yogja
B	Ground floor (CHC)
33.	Male ward + 4 toilet)
34.	Dental OPD
35.	Special Room (3 beds + 1 toilet)
36.	OPD Store
37.	Ophthalmic Section + Operation theater + Ophthalmic ward
38.	Sonography room
C	FIRST FLOOR (CHC)
39.	Leprosy Control Society + 1 toilet
40.	Health Education Cell
41.	Family Welfare Department
42.	Research Officer
43.	MCTS
44.	Blindness Control Society
D	Second floor (CHC)
45.	Conference Hall + 2 toilet
46.	Project Director (AIDS) + 1 toilet
47.	Accounts Section

48.	Finance Officer
49.	NGO Advisor
50.	Computer Section
51.	Waiting room
52.	Corridor area
E.	New OPD Block
53.	G-1 Casualty Section –1
54.	G-2 Casualty Section –2
55.	G-3 General OPD
56.	G-4 General OPD
57.	G-5 Store Room
58.	G-6 Pathological Laboratory
59.	G-7 Pathological Laboratory
60.	G-8 Obstetrics & Gynecology
61.	G-9 Pharmacy / Registration Counter
62.	G-10 General Medicines
63.	G-11 Physician (OPD)
64.	G-12 Ayurvedic / Homeopathy OPD
65.	G-13 Telemedicine unit
F.	Blood Bank, Marwad, Daman

Place :

Date :

Signature of Tenderer
Name of Tender with
Seal of the firm

ANNEXURE – B

FINANCIAL BID

Sr. No.	Particulars	No. of Staff Required.	Rate per person per Month	Total Rate Per Month(Rs.)
1	Multi Tasking person for House Keeping Services (to work in 3 shift of 8 hours) (As per Basic rate of wages under minimum wages act, 1948 of U.T. of Daman & Diu)	23 (including 01 supervisor)		
2	Charges towards EPF, Bonus, etc & Services charges			
3	TOTAL OF A (Rs.) (1 + 2)			
4	Charges for Housekeeping Cleaning Chemicals, Consumables and Bio Medical waste Bags Red, yellow, Blue andBlack as well as Equipments Charges (Auto Scrubber Drier, Vaccum Cleaner etc.			
5	TOTAL B (Rs.) (4)			
6	GRAND TOTAL (A + B)			

Please note that, for finalization of contract, the Tenderer whose Grand Total of Sr. No 6 above are the lowest comparison to other Tenderes will be considered as the Lowest Tenderer.

Place :

Signature of Tenderer

Date :

Name of Tender with

Seal of the firm