

HLL Infra Tech Services Ltd. (HITES)
(Subsidiary of HLL Lifecare Ltd., A Government of India Enterprise)

REQUEST FOR PROPOSAL
FOR
PROVIDING FACILITY MANAGEMENT SERVICES AT SEVEN
MEDICAL COLLEGES AT MADHAYA PRADESH

- 1. Govt. Medical College, Ratlam**
- 2. Govt. Medical College, Khandwa**
- 3. Govt. Medical College, Shahdol**
- 4. Govt. Medical College, Datia**
- 5. Govt. Medical College, Shivpuri**
- 6. Chhindwara Institute of Medical Science, Chhindwara**
- 7. Atal Bihari Vajpayee Government Medical College, Vidisha**



SEP, 2020

HLL INFRA TECH SERVICES LTD.
B-14A, SECTOR 62, NOIDA
UTTAR PRADESH-201307

NIT

NOTICE INVITING TENDER

BID NO.: HITES/FMD/MP/2020-21/01

HLL INFRA TECH SERVICES LTD.

(SUBSIDIARY OF HLL LIFECARE LTD., A GOVT. OF INDIA ENTERPRISE)

Sealed Bids are invited from eligible empaneled Facility Management partners of HLL Infra Tech Services Ltd. for “Providing Facility Management services of Seven Medical Colleges and allied Hospitals at **Ratlam, Khandwa, Shahdol, Chhindwara, Datia, Shivpuri & Vidisha** in Madhya Pradesh”. The eligibility criteria and other details are available at our website www.lifecarehll.com, www.hllhites.com, CPP Portal. **The last date of receipt of bids is 07.10.2020.** Prospective bidders are advised to regularly browse the website for Corrigendum/ Amendments, if any, issued subsequently up to the date of /extended date of receipt and opening of the Bid(s).

Deputy Vice President (FM)
HLL Infra Tech Services Ltd.

DISCLAIMER

HLL INFRA TECH SERVICES LTD. (HITES) HAS PREPARED THIS DOCUMENT TO PROVIDE BIDDERS, THE BACKGROUND / INFORMATION FOR **“PROVIDING FACILITY MANAGEMENT SERVICES OF SEVEN MEDICAL COLLEGES AND ALLIED HOSPITALS AT RATLAM, KHNADWA, SHAHDOL, CHHINDWARA, DATIA, SHIVPURI & VIDISHA IN MADHYA PRADESH,** HEREINAFTER REFERRED TO AS **“PROJECT”**. INFORMATION IS ALSO PROVIDED TO BIDDERS ON THE TERMS AND CONDITIONS SET OUT IN THIS DOCUMENT AND ANY OTHER TERMS AND CONDITIONS SUBJECT TO WHICH SUCH INFORMATION IS PROVIDED.

THIS DOCUMENT IS NEITHER AN AGREEMENT NOR IS AN OFFER OR INVITATION TO ANY PARTY. THE PURPOSE OF THIS DOCUMENT IS TO PROVIDE INTERESTED PARTIES WITH INFORMATION TO ASSIST THEM IN FORMULATION OF BID. THE INFORMATION IS GENERAL IN NATURE AND NOT INTENDED TO BE EXHAUSTIVE. BIDDERS ARE REQUIRED TO MAKE THEIR OWN INQUIRIES AND THEY SHALL BE DEEMED TO HAVE DONE SO AND NOT TO HAVE RELIED MERELY AND SOLELY ON THE INFORMATION PROVIDED IN THIS DOCUMENT.

THE INFORMATION PROVIDED IN THE DOCUMENT IS NOT BINDING ON HITES, OR ANY OF THEIR AUTHORITIES OR AGENCIES OR ANY OF THEIR OFFICERS, EMPLOYEES, AGENTS OR ADVISORS.

HITES RESERVE THEIR RIGHT TO NOT TO PROCEED WITH THE PROJECT OR TO CHANGE THE CONFIGURATION OF THE PROJECT, TO ALTER THE TIMETABLE REFLECTED IN THIS DOCUMENT OR TO CHANGE THE PROCESS OR PROCEDURE TO BE APPLIED IN PLANNING/EXECUTION. THEY ALSO RESERVE THEIR RIGHT TO DECLINE TO DISCUSS THE PROJECT FURTHER WITH ANY PARTY SUBMITTING THE TENDER.

NO REIMBURSEMENT OF ANY KIND WILL BE PAID TO PERSONS OR ENTITIES SUBMITTING THEIR TENDERS/ BIDS.

DEFINITIONS

- i) “**Application**” shall mean the response submitted by eligible interested tenderer to the Bid Notice published by HITES.
- ii) “**Bid**”/”**Tender**” shall mean the signed technical offer submitted by the Bidder in response to this NIT.
- iii) “**Bidder (s)**”/ “**Tenderer(s)**” shall mean all eligible parties participating in the bidding process pursuant to and in accordance with the terms of the NIT.
- iv) “**Earnest Money Deposit (EMD)**” shall mean the amount to be deposited by the Bidders with the Bid as per clause 1.1 of Section I.
- v) “**Client**” means HITES, or their authorized representatives.
- vi) “**Contract Agreement**” shall mean the agreement to be signed between the Successful Bidder and HITES for the execution of the Project.
- vii) “**Service Provider**” shall have the same meaning as Successful Bidder/Contractor and with whom the Contract Agreement has been signed.
- viii) “**Evaluation Committee**” shall mean the committee constituted by HITES for the evaluation of the bids.
- ix) “**HITES**” shall mean HLL Infra Tech Services Limited, who has been appointed by Govt. of Madhya Pradesh as executing agency for providing facility Management Services at Seven Medical colleges at Madhya Pradesh.
- x) “**Implementation Agency**” shall mean the firm(s) selected by HITES for providing the facility Management Services at Seven Medical colleges at Madhya Pradesh.
- xi) “**LOA**” Letter of Award shall mean the letter issued by the HITES to the Successful Bidder inviting him to sign the Contract Agreement
- xii) “**Project**” shall mean providing facility Management Services at Seven Medical colleges at Madhya Pradesh for which this RFP has been issued.
- xiii) “**Site**” shall mean the place where the location of the Medical College for which the services as mentioned under the scope of work for the Project are to be carried out and the details of which are provided in this RFP
- xiv) “**Start of Work**” shall mean the date of commencement of works by the Service Provider as defined in clause 1.2 of Notice Inviting Bid.



SECTION- I
NOTICE INVITING (NIT)

1. Brief description of the project:

Government of Madhya Pradesh has nominated the HLL InfraTech Services Ltd. (subsidiary of HLL Lifecare Ltd.) to execute the Comprehensive Facility Management work at Various Medical colleges at Ratlam, Khandwa, Shahdol, Chhindwara, Datia, Shivpuri & Vidisha in Madhya Pradesh.

The scope of work includes:

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & Maintenance of Electro Mechanical installations & minor Civil work

1.1 HLL Infra Tech Services Limited invite tender from eligible empaneled partners in Facility Management services of HITES for “Providing Facility management services at various medical colleges at Madhya Pradesh” for the following works:

Table – I

Sl. No.	Cluster	Name of the Work	Estimated Cost in Rupees	EMD in Rupees	Duration of work	Cost of Bid Document
1	Cluster-1	Providing Facility Management Services at Government Medical College and allied Hospitals at Khandwa , Madhya Pradesh.	7,33,07,184	1,00,000	2 years	Nil
		Providing Facility Management Services at Chhindwara Institute of Medical Sciences and allied Hospitals at Chhindwara , Madhya Pradesh.				
2	Cluster-2	Providing Facility Management Services at Government Medical College and allied Hospitals at Shahdol , Madhya Pradesh.	6,09,78,408	1,00,000	2 years	Nil
		Providing Facility Management Services at Government Medical College and allied Hospitals at Datia , Madhya Pradesh.				
3	Cluster-3	Providing Facility Management Services at Government Medical College and allied Hospitals at Shivpuri , Madhya Pradesh.	6,74,58,072	1,00,000	2 years	Nil
		Providing Facility Management Services at Atal Bihari Vajpayee Government Medical College and allied Hospitals at Vidisha , Madhya Pradesh.				
		Providing Facility Management Services at Government Medical College and allied Hospitals at Ratlam , Madhya Pradesh.				

1.2 Bid Activity Schedule :

1	Availability of NIT at HITES Website	14.09.2020
2	Last Date for Sale of Bid	07.10.2020
3	Pre- Bid Conference	24.09.2020 at 11.00 Hrs. at HITES Noida
4	Last date & time of submission of Tender	07.10.2020 at 15.00 Hrs at HITES Noida
5	Date, Time & Venue of opening of Bid	07.10.2020 at 16.00 Hrs. At HITES, Noida
6	Date of submission of Bank Guarantee Performance Security	Within 15 Days from the date of issue of LOA
7	Date of signing of contract agreement	21 days from the date of issue of LOA
8	Date of Commencement of Work	21 days from the date of LOA

1.3 Tender Documents:

Bid document for each work consists of:

Part I: Technical Bid

Section I: Notice Inviting Bid
Section II: Instructions to Bidders (Including Annexures)
Section III: General Conditions of Contract (GCC)

Part II: Financial Bid

Section IV: Form F

1.4 Important Information:

- (i) Agencies Empanelled in Class “A” & “B” and Category (i, ii, iii, iv & v) are eligible to quote.
- (ii) While bidding for a preferred cluster, Bidder shall quote for all the services/items in the price bid.
- (iii) The bidder who quotes for more than one cluster shall give order of preference for the award of work i.e. C1, C2, C3 .The order of preference given by the bidder shall be considered for award of work in case their bid is L1 for more than one site.
- (iv) One location can be given only one preference by the bidder. Similarly same preference cannot be repeated for another location.
- (v) In the event of a bidder emerging L1 for more than one cluster, bid of such works beyond accepted cluster shall be offered to the next eligible lowest bidder at the rate of L1. If the next eligible lowest bidder declines to accept the work at the rate of L1, offer may roll on to the next eligible lowest bidder and so on in

the event of all the eligible bidders declining such an offer, the lowest bidder would be offered more than one cluster.

1.5 Preparation of Bid:

The bid for each work shall comprise of TWO PARTS –

- a) **Technical Bid:** EMD shall form Part I of the Bid.
- b) **Financial Bid:** Price quoted by the bidder in Form F shall form Part II of the Bid.

1.6 Points to be noted :

Signing of Bid:

1.6.1 The authorized signatory of the Tenderer shall sign each page of the tender.

1.6.2 In case of partnership companies/incorporated companies, the intending bidder shall submit a written Power of Attorney in the prescribed format on non-judicial stamp papers duly notarized, authorizing the signatory/signatories of the tender to commit the tender. In case of sole proprietary firm(s) the bidder shall submit affidavit of sole proprietorship on non-judicial stamp paper duly notarized.

1.6.3 Cancellation or change of a document such as Power of Attorney, Partnership deed, Constitution of firm etc., which may have bearing on the Tender/Bid shall be communicated forthwith in writing by the Tenderer to HITES.

1.7 Responsiveness of Bid :

A bid shall be declared non-responsive if:-

- (i) It is not submitted in sealed envelope in the prescribed manner.
- (ii) It is not accompanied by envelope containing
 - (a) EMD
 - (b) The bid is conditional or carries material deviation from the prescribed condition which will have financial implication.

1.8 The successful bidder shall be required to execute a Contract Agreement within 21 days of issue of Letter of Award, failing which the Earnest Money shall be forfeited and the offer treated as withdrawn.

- (i) The Terms of Reference and Conditions of Contract (Bid Document) can also be downloaded from websites www.lifecarehll.com / www.hllhites.com/ CPP portal. The offer must be delivered in separate sealed cover for each work to the address mentioned below on or before 15.00 hrs of 07.10.2020.
- (ii) The Offers must be delivered to the address below on or before 15.00 hrs of 07.10.2020. The bidders shall place their bids in two separate sealed covers i.e. Technical Bid and Financial Bid. Technical bid are to be placed in separate sealed Envelopes i.e. Envelope-I containing EMD for the bid and Envelope –II consisting of Financial Bid. Each envelope will be marked in bold letters indicating its contents. Both the bids shall be placed in a single sealed

envelope duly super scribed “**Offer for Providing Facility Management Services at -----**”.

(iii) HITES, reserves the right to accept or reject any or all bids without assigning any reasons. No bidder shall have any cause of action or claim against the HITES for rejection of his/their bid.

1.9 The Financial bids submitted without **EMD** in the form of a Bank Draft for an amount indicated in table I **OR** Bank Guarantee of equivalent amount from a Schedule Commercial Bank in India acceptable to the Client in favour of HLL Infra Tech services Limited, payable at Trivandrum shall be treated non-responsive and shall not be opened. The format of the Bank Guarantee shall be as per Form-B annexed to Sec-II, ITB. The said Bank guarantee shall be irrevocable and operative for a period not less than 30 days beyond the validity of the Bid (i.e. 120 days from the last date of submission of Bids as per clause 1.2 of Notice Inviting Bid or extended date thereof).

1.10 Tender Evaluation:

The Technical Bids will be evaluated based on the eligibility criteria and performance in previous /ongoing projects with HLL/HITES will be criterion for bid evaluation and responsiveness to the tender requirements. The Price Bids of firm(s) whose bids are declared responsive shall only be opened. HITES reserves the right to reject any or all of the offers without assigning any reason.

1.11 Further information if any, may be obtained from the address and telephone no. given below:

**Deputy Vice President, FMD
HLL Infra Tech Services Limited
B-14 A, Sector 62
Noida, Uttar Pradesh-201307
Phone-0120-4071500**

SECTION- II

INSTRUCTION TO BIDDERS (ITB)

2 Brief Description of Project:

Government of Madhya Pradesh has nominated the HLL Infra Tech Services Ltd. (subsidiary of HLL Lifecare Ltd.) to execute the Comprehensive Facility Management work at Various Medical colleges at Ratlam, Khandwa, Shahdol, Datia, Shivpuri, Chhindwara & Vidisha in Madhya Pradesh as under.

1. Govt. Medical College, Ratlam
2. Govt. Medical College, Khandwa
3. Govt. Medical College, Shahdol
4. Govt. Medical College, Datia
5. Govt. Medical College, Shivpuri
6. Chhindwara Institute of Medical Science, Chhindwara
7. Atal Bihari Vajpayee Government Medical College, Vidisha

2.1 SCOPE OF SERVICES: The scope of services of the service provider under this Contract shall include but not be limited to the followings:

2.1.1 Govt. Medical College , Ratlam

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations

2.1.2 Govt. Medical College, Khandwa

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations.

2.1.3 Govt. Medical College , Shahdol

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations.

2.1.4 Govt. Medical College , Datia

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations.

2.1.5 Govt. Medical College , Shivpuri

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations

2.1.6 Chhindwara Institute of Medical Sciences, Chhindwara

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations

2.1.7 Atal Bihari Vajpayee Government Medical College, Vidisha

- Housekeeping & Sanitation work.
- Hospital support services like supply of GDA, Nursing Orderlies, and Technicians Registration /central window etc.
- Security Services
- Operation & maintenance of Electro Mechanical installations

2.2 General scope of work applicable to all the location

2.2.1 HOUSEKEEPING SERVICES

Area of work:

All open and covered area within the boundary of the Medical College at respective locations will be in the scope of housekeeping services to be provided by the Service Provider.

Objective of Housekeeping Services:

- Hospital cleanliness is the first impression that any patient or relative makes while entering a hospital. A clean and hygienic environment has a tremendous psychological impact on the patients and the family members, and speaks volumes about the quality of service the hospital provides. Since it is difficult for people to judge the clinical services in a hospital due to lack of medical knowledge, opinion

about a hospital is often formed on the basis of its appearance and cleanliness.

- Housekeeping services in a hospital has a major role in controlling the infection rate as well as minimizing the Hospital acquired infections to the patients. Effective housekeeping prevents diseases and spread of infections reducing medical costs and the amount of sickness among patients and other visitors and improves general sanitation, cleanliness and comfortable environment.

Outcome of Good Housekeeping Services

- Great patient satisfaction
- More visit of patients
- Increased popularity
- Prevent & control infection
- Enhanced public relation
- Reduced average length of stay
- Reduction in cost of medical care
- Reduced patient suffering.

Housekeeping Protocols for the Hospital

According to Cleaning and Disinfection purposes, hospital is categorically divided into different areas according to the risk of various Hospital Acquired infections. The different areas are classified into: Patient Care Areas and Non Patient Care Areas.

INPATIENT CARE AREAS:

The patient care areas are divided into 3 types- High risk, Medium risk and Low risk. The risk of hospital infections is high in High risk patient care areas because of high content of microbial load as in isolation rooms or due to susceptibility of the bacteria to invade open tissues.

The various patient care areas are given below:

A. Patient Care Areas

(1) Very High risk areas:

- Operation Theatre
- Labour Room
- Isolation Rooms
- ICU/ NICU/ Dialysis Unit

(2) High Risk Areas:

- Inpatient wards
- Emergency Department
- Laboratory
- Radiology
- Dirty Utility Area

- Mortuary

(3) Moderate Risk areas:

- OPD, Consultation Rooms, Pharmacy, Kitchen, Stores and canteen, etc

B. Non Patient care areas

- Corridors
- Toilets
- Lifts
- Waiting halls / Waiting Rooms
- Stores (Medicine Store, Linen Store)
- Pharmacy
- Medical College
- Administrative Area including all offices
- Lecture hall
- Seminar Hall
- Hostels

General Instructions:

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste Management and Handling Rules of India, 1998 amended in 2000 and any other amendments or other regulations, in this regard.
2. A detailed Hospital Waste Management Plan and SOP shall be prepared and got approved from the Medical College Authority before starting the work.
3. All infected, chemical, Radiation, Cytotoxic Health care Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that at no stage it gets mixed with general waste. Unscientific burning shall not be permitted. Different colored bags/containers namely green, red, yellow and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
5. Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.
6. The scope includes segregation, collection, storage, transportation within the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.
7. The Service Provider will have to provide standard liveries and PPEs as approved by HITES to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. The contractor shall provide minimum two sets of uniform, one pair of shoe/sandal per year. In case the contractor is supplying unstitched cloth, the stitching charges as applicable shall be borne by the Service Provider.

8. The persons to be deployed by the Service Provider should be well trained, have requisite experience and skill for carrying out a wide variety of housekeeping work using appropriate material, tool and equipment.
9. The Service Provider will arrange all items needed for his staff viz, Bio-metric attendance monitoring system, computerized inventory control of stores, consumables, logbook of machine running records and daily duty roster chart etc.
10. The service provider will arrange for monitoring system (live) to monitor the staff attendance and performance related parameters that will not be limited to software application based on Desktop/Mobile app at any central location.
11. The Service Provider should have ensured the Health and safety measures of their employees.

General Requirements and Documentation

- Organizational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used Color coding
- On job training and documentation
- Description for each category of housekeeping
- Empathetic and polite behavior with patients, visitors and hospital staff.
- Personal Protective Equipment for the Housekeeping staff
- HBV vaccination of all Housekeeping staff
- Maintaining records / details of
 - a) Needle sticks injuries or any other injury
 - b) Complaint Book
 - c) Duty Roster / Deployment Sheet of Housekeeping Staff
 - d) Inventory of Stores
 - e) Accident / theft Register
 - f) Logs and checklists.

Daily Services: -

Housekeeping / cleaning services should be provided round the clock on all days including holidays in OPD Block, IPD Block and Academic Block, Hostels so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8:00am in rooms where work will start at 9:00am. The Service Provider shall arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Institute. Housekeeping staff has to do following activities for all of the Hospital rooms of all the departments, stores, canteen, kitchen, consultant's chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, all corridors and all covered and open areas of

the Medical College and allied Hospital Premises.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis (as per the frequency of cleaning schedule).
2. Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, Corridors Ceilings, Academic Block, Office Rooms, training rooms at regular intervals on daily basis.
3. Vacuum cleaning of all carpets and upholstered furniture.
4. Cleaning and disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
5. Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
6. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
7. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 4 times (2 times in morning shift and 01 time in second and third shift)
8. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
9. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
10. Refilling, replacing and emptying of sharp containers at all stations.
11. Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
12. Spraying room fresheners in all office rooms on daily basis at regular intervals.
13. Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT In-charge).
14. Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
15. Cleaning and carbonization of ICU beds, OT beds between cases (as per instruction & direction of OT In charge).
16. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles.
17. All the garbage collected at the designated points spreaded over the Medical College and Hospital Premise is to be lifted in covered trolleys as well as the general waste which does not require incineration should be cleared on daily basis to municipality defined yards outside Medical College and Hospital Campus. In additions to this the

cleaning of garbage points is also under the responsibility of Contractor.

19. It is the responsibility of the Service Provider to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, , EWC, IWC, P Traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned immediately after reporting the complaint.
20. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, rain water drainage ,cleaning open drains, Pump Rooms, AC Plants, Electrical Substation, Auditorium, Nursing College, Hostels, Main Gates, etc. as directed by the HITES Officer In-charge.
21. Any additional work assigned by the ward I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.
22. Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / nursing orderly / staff nurse / nursing sister.
23. The contractor shall arrange for garbage disposal vehicle and other equipment required for segregation and disposal of waste in professional manner.
24. The contract shall plan, manage, collect, screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in ecofriendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc. which is used by the house keeping staff.
25. The contractor shall ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the contractor for the staff engaged for this job.
26. Housekeeping Monitoring and control
For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-
 - i. Toilets Checklist. - This is to be attached on the back of the toilet door. It is to be filled up by the supervisor / Housekeeping staff on hourly basis.
 - ii. Management / Housekeeping Service Requirements / Complaints Report-This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to HITES Site Manager / Hospital Authorities or any other designated official. The contractor will take immediate action to resolve the same failing which the Venality Clause will be invoked.
 - iii. Housekeeping Services Complaint Register -This register is to be maintained on the basis of information received from Hospital Authorities, staff, students and visual inspection at site. The action taken for rectification and completion shall also be furnished in the complaint register. The same shall be reflected in the monthly report submitted to HITES.

27. The Contractor shall make their own arrangement for the storage of materials, consumables & Equipment need for housekeeping jobs on their own risk and cost.
28. The Contractor shall deploy supervisors who are capable and qualified, supervise, oversee the housekeeping job. The supervisor should also be able to interact, in a polite way, with the officers/faculty members/students on matters relating to the assigned tasks of the housekeeping.
29. The contractor shall ensure that sufficient leave reserve personnel are arranged and no delinquency is shown in the said services.
30. The supervisor deployed by the contractor should periodically brief the personnel deployed for housekeeping / ward boys etc. at regular intervals at least once in a week, to familiarize the personnel at day to day arrangements and change of instructions, procedures, etc. if any.
31. The Supervisor should make Daily/weekly reports to the HITES site in charge purpose of supervising the activities of Housekeeping.
32. Contractor shall submit the list of staff with their resume to HITES site in charge before engaging them at site. HITES has full power to remove any staff engaged by the contractor on account of inefficiency, misbehavior, late coming, absent from work place etc.
33. **Clause of Liability/damages :** In event of any damage or loss whatsoever caused to the institute's property due to negligence OR connivance of its employees, HITES shall be empowered to have the damage or loss repaired and or recover the amount so spent as well as empowered to have the damage or loss repaired and or recover the amount so spent as well as that due from the imposition of penalties etc. under other various clauses of the tender from any money due to the contractor under this agreement or on account of any other work, executed for the institute by the contractor or from his security deposit or from monthly bill.

Waste Disposal Management (including Bio-Medical Waste collection only):

- a) The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
- b) The contractor will teach and train his staff for the collection / disposal work.
- c) The garbage will have to be disposed off at least thrice a day.
- d) The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.
- e) Supervision of collection of BMW (Bio Medical Waste bin) by the outsourced agency. Ensure that all the dustbins are cleared daily.

Weekly Services:

- a) The deep cleaning of the entire area will be done by the contractor once a week as under:
- b) Dusting of entire area including windows / windowpanes / doors / ledges, etc.
- c) Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- d) Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.

- e) Cleaning of all windows glasses and grill with appropriate cleaning agents.
- f) Washing of outside area with High Pressure Jet Machine.
- g) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- h) The tenderer will make a cleaning program and submit to HITES Officer In-Charge for weekly cleaning so that the concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- i) The Service Provider will work in the specified area mentioned in the scope of work.

Additional Scope Pertaining to Hospital:

Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organizations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not been included in the general scope of work but they have to be provided by the housekeeping staff if needed. In view of the above, any work assigned by the sister I/C/Supervisor/Officers for the patient benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

The cleaning materials used by the Service Provider should not be reactive to kota stone, vitrified tiles, ceramic tiles, mosaic flooring, carpets, furniture, upholstery, ceramic fittings of toilets, if it is found at any time that any damages occurred due to use of wrong chemicals the same shall be rectified on the risk and cost of the Service Provider.

Cleaning of office/Consultation Rooms:

- a) The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- b) The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery.
- c) The worktables shall be mopped with soap solution in the morning.
- d) The office shall be mopped with soap solution in the morning.
- e) Office staff rest rooms/toilets shall be cleaned using soap solution and kept odor free using deodorizer.

Cleaning of Laboratory and other Critical Areas:

- a) All the dustbins shall be washed and lined with colour coded bags in the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week.
- b) Toilets/bathrooms shall be cleaned with soap solution and kept odor free using deodorizer cubes.
- c) The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

- d) Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.
- e) In morning the trash bag shall be changed when it is full.
- f) Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning

Frequency of Cleaning and deep cleaning

L No	Location	Timing of Cleaning	Frequency of cleaning/ day	Frequency of Deep Cleaning
1	Very Risk Area.			
	Operation Theatres and labour room	06.00 AM-08.00 AM	Once	Twice in Week
		As Required	After Every Surgery	
	ICU, NICU, Dialysis Unit, Isolation Wards and Cath lab, etc.	As required	6 Times (Min)	Once in a week
2	Hi Risk Area			
	Inpatient wards <ul style="list-style-type: none"> • Emergency Department • Laboratory • Radiology • Dirty Utility Area • Mortuary 	As Required Mortuary – After every post mortem	6 Times (Min)	Once in a week
3	Moderate Risk Area			
	OPD, Consultation Rooms, Pharmacy, Kitchen, Stores, and canteen, etc.	As Required	6 Times (Min)	Once in a week
4	Non Patient Care Areas			
	<ul style="list-style-type: none"> • Corridors • Toilets • Lifts • Waiting halls / Waiting Rooms • Medical College • Administrative Area including all offices • Lecture hall • Seminar Hall • Hostels 	As Required	6 Times (Min)	Once in a week

2.2.2 GENERAL DUTY ASSISTANT (GDA)

Scope of General Duty Assistant (GDA-Ward Boys):

Brief Job Description: Individual on the job provides patient care and helps maintain a suitable environment. Some of the key responsibilities of the General Duty Assistant are to provide patient's daily care, patient's comfort, patient's safety and patient's health needs.

Personal Attributes: This job requires the individual to work in collaboration with Doctors and Nurses and other healthcare providers and deliver the healthcare services as suggested by them. The individual should be result oriented. The individual should also be able to demonstrate basic patient care skills, communication skills and ethical behavior. The individual should be willing to work in wards or clinics in shifts.

The contractor will have to provide standard liveries and PPEs as approved by HITES to its GDA staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of Liveries will have to submit by the Contractor for approval of HITES within seven days of receipt of work order.

Scope of Work

- Assist patient in dressing-up
- Transport patients to the respective department/ward
- Transferring patient within the hospital
- Communicating appropriately with co-workers
- Prevent and control infection
- Assist nurse in performing procedures as instructed in the care plan
- Assist nurse in observing and reporting change in patient condition
- Assist nurse in measuring patient parameters accurately
- Respond to patient's call
- Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor
- Maintain a safe, healthy and secure environment
- Follow biomedical waste disposal protocols
- Practice Code of conduct while performing duties

2.2.3 Registration/MRD/Help desk

Brief Job Description: The data entry/registration/MRD/help desk staff should have specialized training in this field. They should have a minimum educational qualification of plus two and computer literacy. The above employee should assist to hospital authorities as required for attending day to day functions. Any other official works assigned form time to time as and when required basis. The works are to be carried out as per allotment of work on daily basis & complete the assigned work satisfactorily.

The contractor will have to provide standard liveries and PPEs as approved by HITES to its staff. The staff shall be in proper uniform all the time with their identity card properly displayed.

2.2.4 SECURITY SERVICES

SCOPE OF WORK:

The Service Provider shall have to provide round-the-clock security services in the Medical College and the allied Hospitals complexes as mentioned in this tender document.

The Service Provider shall ensure protection of the patients, personnel & property of the hospital, prevent trespass with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicle inside the Medical College. In case of any incident such as theft, robbery, fight, accident inside Campus, it is the responsibility of Security Service Provider to coordinate with Nodal designated Officer in lodging of FIR, legal proceeding etc.

DUTIES AND RESPONSIBILITIES OF SECURITY STAFF

1. The Service Provider will be responsible for overall security arrangements of the Medical College/Hospital premises entrusted/ covered in the contract.
2. The Service Provider will ensure that all instructions of the administration are strictly followed and there is no lapse of any kind.
3. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the HITES Officer in-charge for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security personnel.
4. Deployment of Guards/Security Supervisors will be as per the instructions of the HITES authorities from time to time and the security agency will be responsible for their optimum utilization.
5. Entry of the street - dogs and stray cattle into the premises is to be prevented. They should be at once driven out.
6. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises.
7. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.
8. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire- fighting material available on the spot. They will also help the fire-fighting staff in extinguishing the fire or in any other natural calamities.
9. In emergency situations, security staff/supervisor/Senior Security Supervisors deployed shall also participate as per their role defined in the disaster plan, if any, of the Hospital. Security personnel should be sensitized for their role in such situations
10. The Security Supervisor/Guards are required to display mature behavior, especially towards female staff, female visitors, patients and elderly persons. The Security Guards shall also assist the handicapped patients/visitors in reaching their desired locations, and also provide assistance to the serious patients, senior citizens & children, in reaching casualty or other desired department/location.
11. The Security Guard on duty shall not leave the premises until his reliever reports for duty.

12. Any other duties/responsibilities assigned by HITES Authorities / the Hospital Administration may be incorporated in the agreement. The same shall also be binding of the Service Provider
13. The parade ceremony shall be performed on the occasions of National Festivals (26th January & 15th August) by the Security agency through the Security staff and special security arrangement to be made by the contactor on the visit of any Govt. Dignitaries like Governor, Ministers, Defense Chief, Eminent Scientist, Noble Laureates etc.
14. Protect law and order
15. Restrict the entry , stop pilferage, take rounds of wards & send out unwanted persons
16. Allow persons only with pass to enter
17. Control the smooth vehicle parking system
18. Registering the staff, faculty , students , doctors , etc. if required
19. Maintenance of registers as suggested/ prescribed by respective officers in-charge
20. Crisis Management in case of any emergency situations Regular training shall be imparted to all the personnel deployed at site.
21. The service Provider shall obtain permission/ No objection certificate from the Madhya Pradesh Police Authorities for usage Baton, Mega Phone and Walkie Talkie within the campus during duty hours.
22. The contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. All staff should be obtained Police verification Certificate. The copies of the police verification certificate shall be submitted to the HITES authority within 15 days of the date of joining.
23. All the rates quoted by the bidder shall remain unchanged during the period of contract except Manpower charges, which may be revised in case of Minimum Wages by Madhya Pradesh Govt. This revision will, however, be restricted to revised Minimum Wages Only. No Service charge increase due to minimum wages changes.
24. The contactor shall ensure that their managers / supervisors are equipped with mobile phones, and are available round the clock hours.
25. Screening and recording of all incoming and outgoing men and materials in the campus.
26. Introducing and implementing anti-theft measures.
27. Detecting/tracing persons involved in theft and reporting the matter to the Authorities concerned. Liaison with police handle law and order situations/reporting theft.
28. During surprise check by HITES/any other officer of the institute, if a particular guard is found negligent/sleeping/drunk on duty, the contractor has to withdraw the guard from the campus forthwith, which may even , entail cancellation/termination of contract for the rest of the period. The contractor

shall replace any security guard or supervisor if so advised and deemed necessary.

SPECIFIC TERMS AND CONDITIONS FOR SECURITY SERVICES

1. The Service Provider shall at his own cost comply with the provision of labour laws, rules, orders and notifications whether central or state or local as applicable to him or to this contract from time to time. These Acts/Rules include the Minimum Wages Act, 1948, the Workmen's Compensation Act, 1923, the Payment of Gratuity Act, 1972, the Payment of Bonus Act, 1965, the Payment of Wages Act, 1936, the Employees Provident Fund and Miscellaneous Provisions Act, 1952.
2. The Service Provider shall not engage/employ persons below the age of 18 years and above the age of 55 years. The height, weight, chest circumference etc., of the security personnel shall be equal to the standards of police/army or any other security personnel
3. The Service Provider shall pay wages directly to his workmen through bank and the details of payment shall be submitted to HITES every month. The applicant shall also ensure that no amount by way of commission or otherwise is deducted and recovered from the wages.
4. The Service Provider shall deploy adequate number of persons for execution of the work undertaken on contract regulating their working hours and weekly off within the statutory limits. The applicant shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law. The applicant shall be responsible for provision of shelter, toilet facilities, canteen facilities, dress changing facilities etc., as required by laws.
5. The Service provider would not take/submit claim for benefits or avail benefits/subsidies available under various Central/State government scheme unless a written permission is provided by HITES.
6. The Service Provider shall provide:
 - a) Proper identification cards to his employees as per the prescribed format, The I.D card should contain the employees' age, address, photograph etc.
 - b) The Service Provider shall provide uniforms, shoes and other required items and equipment to the employees engaged by him for security purposes.
 - c) The Service Provider shall provide sufficient vehicles (two wheelers for patrolling and supervising), mobile phones and other required materials for providing effective security to the respective areas.
 - d) The Service Provider is responsible to provide safety and security to the Medical College and allied Hospitals and their belongings, its staff, residents, faculty, doctors, students, and patients etc.
 - e) The Service Provider is responsible for maintaining law and order in the campus. To accomplish this task, the applicant shall act as per law and as per instructions of the HITES authorities.
 - f) The Service Provider is responsible to cater the needs of the unit where his security personnel are posted.

- g) The Security staff should obey the orders of the Officer in Charge of HITES.
7. The personnel deployed by the Service Provider for the job shall meet the following requirements:
 - a) Should be medically fit.
 - b) Should possess good conduct and discipline.
 - c) Should not have a criminal record.
 8. Unless otherwise specified, all security guards should be males.
 9. An Service Provider shall be deemed to have full knowledge of the site whether he inspects or not and no extra charges consequent to any misunderstanding or otherwise shall be allowed. The applicant shall be responsible for arranging and maintaining all materials, tools and access, facilities at his own cost, for workers and all other services required for executing the work. Submission of this application implies that the applicant has read the terms and conditions and all the documents and has made himself aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work. By submitting the bid, it is assumed that the agency has taken the complete responsibility of fire evacuation in case of fire in the Medical College and allied Hospital.
 10. Weekly off is to be given to the security guard after continuously working of 6 days and also no security guard to be allowed Overtime to work more than 4 hours per day.
 11. The contractor shall not assign or sublet this agreement or any part thereof to any third party without prior written approval from HITES.
 12. Training on behavior aspects and ethics must be imparted regularly to all security staff.
 13. The Service Provider must be registered and holding licenses to operate under Private Security Agencies (Regulation) Act 2005 and should have registration/licence for RLC/ALC as applicable under Contract Labour (R&A) Act.
 14. The Service Provider shall strictly observe that its personnel.
 - a) Are always smartly turned out and vigilant.
 - b) Are punctual and arrive at least 15 minutes before start of their duty time.
 - c) Take charge of duties properly and thoroughly.
 - d) Perform their duties with honesty and sincerity.
 - e) Read and understand their post and site instructions and follow the same
 - f) Will immediately report if any untoward incident / misconduct or misbehavior occurs, to HITES site in charge.
 - g) Shall not smoke in the office premises.
 15. Patrolling Procedures: The supervisor will keep taking round of the building/premises and keep a watch over the deployed staff and ensure execution of housekeeping services smoothly. Patrolling should be done on hourly basis and it should be ensured that strict cleanliness is maintained.

16. The supervisor will keep a watch on the activities of the deployed staff. If he finds anything unusual/untoward, a written report must be given to the HITES site in charge/Security Officer.
17. Frisking/Checking Procedures: All contract staff shall be frisked at the time of their leaving office premises in the evening. If anything found, it must be reported to HITES site in charge.

Qualification, training, eligibility, Personnel Requirement, equipment and pricing: Physical capabilities for non-ex-servicemen

All should produce medical certificate. Male staff minimum height 165 cm, weight according to ideal body weight for age

Age in years: 20-50 for guards 30-55 for supervisor and above.

Training

Ex-servicemen-one month pre induction training, non-ex-servicemen two months. All should undergo eight hours training every quarter. Certificate of training has to be produced. Training in- physical

security, access control, frisking, checking items, pass system, material and management, SOPS, emergency and quick response, disaster and fire management, first aid, crowd control, security equipment handling, threat perception, security report etc. Physical training and drill to be given to non-ex-servicemen.

Qualification and experience:

Chief security supervisor (CSO) should have any degree or equivalent and security supervisor should have minimum plus two. Chief supervisor should be ex-military Commissioned/Junior Commissioned Officer or above from defence services / para military services/ state police. Supervisor should be junior commissioned officer/non-commissioned officer and above from defence services / para military services/ state police. Assistant supervisor should be from ex-military from the rank of havildar or above. All non-ex-service men should be 10th standard pass and should have experience in security services. Guards will be deployed in three shifts.

Gadgets required

SL No	Name of the Gadgets/Devices/ Arms/Equipment	No. of Quantity required
1	Mega Phone	As mentioned in price bid for each location
2	Hand-Held Metal Detector	
3	Batons with light traffic batons	
4	Reflector Jacket	
5	Long Range Torches	
6	Rain Coat	
7	CUG Mobile Phones	

Summer Dress

Sl No.	Item	Quantity
1	Shirt	02 Nos.
2	Trouser	02 Nos.
3	Shoe	1 pair
4	Socks	2 pair
5	Barret(For Guard and supervisor)	1 for each
6	Belt Leather	1 for each
7	Line Yard	1 for each
8	Whistle	1 for each
9	Shoulder Badge/ Monogram of the Security agency	1 for each
10	Stars (for Security Supervisor)	2 pair for each supervisor

Winter Dress

Jersey Woolen – 1 for each

2.2.5 OPERATION & MAINTENANCE OF BUILDING UTILITIES

Objective:

Operation and Maintenance of building utilities are the most vital of the services in the hospital. The efficiency of entire patient care delivery system of the hospital depends on their efficiency. Even the slightest breakdown of power supply system, information system communication system or malfunctioning of vital equipment can have catastrophic effects in the patient care.

Functions of the Operation and Maintenance Department (O&M):

1. Planning and implementation of a program of planned preventive maintenance of all the facilities/services under their responsibility.
2. Ensuring that all the facilities, systems and services under the scope of O&M are well maintained and kept in a state of optimum operational efficiency.
3. Maintaining an up-to-date inventory of all the equipment available and their distribution in the hospital.
4. Maintaining an up-to-date history sheet for each and every/ equipment unit in the hospital.
5. Anticipating the requirement of commonly required spares and arranging for their adequate stocking.
6. Ensuring that break down maintenance is prompt enough to ensure uninterrupted services through AMC Providers
7. Ensuring that the facilities/services coming under their scope are safe and hazard free.
8. Ensuring that the facilities/services under their scope are in compliance with the relevant legal provisions.

9. Ensuring that the facilities/services provided under their scope of responsibility are conducive to efficient and high quality patient care.
10. Ensuring that the facilities/services provided under their scope of responsibility are conducive to efficient and high quality patient care.
11. Ensuring that the services under their scope are provided at the minimum possible operating costs.
12. Playing an active role in successful planning and implementation of the Equipment Audit program
13. Advising the management about the most cost-effective ways of managing the facilities/services under their purview (saving of energy/ water, purchase of equipment with low life cycle cost and high efficiency).
14. A program of continuous training of staff.
15. Planning and implementing a program of Quality Management of O&M service department.
16. Energy saving and energy management
17. Software enabled complaint monitoring system.
18. Efficient utilization of maintenance consumables/spares and inventory management for the same.
19. Efficient day to day maintenance management.
20. Upkeep of all installations.

Scope of Operation and Maintenance of Building Utilities:

The Service Provider is required to employ and manage sufficient and suitable manpower for operation and maintenance of Building Utilities which are available the Medical College and allied Hospitals

The facilities to be maintained and services are to be provided under the Operation and Maintenance of Building

1. HT Sub-station
2. Alternative power supplies including Diesel Generator, UPS and Solar System
3. HVAC System including chillers, AHUS and connected machineries
4. Plumbing and Sanitary fittings
5. Water Pumps
6. Firefighting system and their connected machineries and equipment
7. Centralized Complaint Management (Help Desk)
8. Medical gas plant
9. Sewage Treatment Plant
10. Water Treatment Plant
11. Lifts
12. Internal Electrification

13. Day to day breakdown maintenances
14. Street/yard Lighting
15. CCTV
16. Extra Low Voltage System
17. EPABX
18. Minor Complaints related split/window/cassette AC's
19. IT Support
20. Carpentry, mason and painting works Qualification
 - a. **Supervisor** (High Skilled) -Diploma in respective field with minimum 3 years' experience or ITI with 5 years' relevant experience
 - b. **Skilled Technician**-Diploma with 1 years' experience or ITI with minimum 2 years' relevant experience
 - c. **Semi-Skilled Technician** ITI in respective discipline
 - d. **Technical Helper (Semi-skilled)** 10th pass with 3 years' experience.

2.3 General Terms and Conditions:

2.3.1 Requirements to be fulfilled by service providers.

1. The personnel engaged for the Facility Management Services shall be the employees of the Service Provider and will take their remuneration/wages from the Service Provider.-
2. The service provider shall abide to and comply with the Labour Laws central/state, Workmen Compensation Act, EPF Laws, ESIC Laws, Income Tax Laws ,Minimum Wages Laws, Bonus laws, Contract Labour (Regulations Abolition Act), 1970 and the Rules made there under for the time being in force, or any other law in force. Necessary labour license for both the labour inside & outside the state should be obtained.
3. The service provider shall maintain complete official records of disbursement of wages/salary, showing specifically details of all deductions such as ESI, PF etc. in respect of all the staff deployed in premises of the client.
4. The service provider shall maintain a personal file in respect of all the staff, deployed in Client's Site. The personal files shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary /Permanent and all grievances recorded by the staff vis-a-vis action taken etc.).
5. The service provider if called by HITES Authority shall submit the details of amount deposited on account of EPF, ESI and Bonus etc. in respect of the deployed personnel to the concerned authorities from time to time. The service provider if called for shall produce to HITES authority the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
6. It shall also be the responsibility of the service provider to ensure that they shall not employ any person below the age of 18 years old.

7. In case of service provider not having the required clearances or licenses at any point during the agreement, the agreement shall be terminated with immediate effect under risk and cost of the service provider and without any financial repercussions to HITES and any pending work will be arranged from alternate sources at the risk and cost of service provider
8. The Facility Management Service provider is required to ensure that sufficient number of persons are employed with staggering duty timings etc. so that facilities will remain available during normal working hours as well as beyond depending on the need.
9. In case of requirement of un-interrupted service 24x7 the required number of persons considering 8 hour shift shall be provide.
10. There shall be a nodal person in the service provider organization whose contact details shall be shared and should be available for contact at all times and shall be required to handle.
11. Escalations in case of failure of Facility Managers persons available in the premises. He shall also act as authority to discuss various service issues with user department and try to arrive at settlement in case of issues related to violation of service level agreement provisions. Alternate official may also be nominated by service provider so that in case of any difficulty in contacting one person, the other person can be contacted.
12. The contractor shall make his own arrangement for commuting the personnel required to manage the work to the premises where services are to be rendered and no claim for offering residential accommodation shall be accepted.
13. In case of delay in reporting for the work resulting in user department not able to get services required as per schedule penalties for violation of service level agreements shall be applicable as indicated elsewhere.
14. In case of services like maintenance the Service Provider should compile all details regarding equipment and services to be maintained, Warranty/AMC details, requirement of spares and accessories etc. so that optimum output can be obtained.
15. In case of housekeeping functions the person engaged shall ascertain areas to be cleaned, time schedule of cleaning, frequency of cleaning, the equipment as well as materials to be used for cleaning etc. so that the requirements can be followed and work done accordingly.
16. The help desk shall be acting as link between service calls and the persons responsible for work in different areas. In case of any delay in adhering to the time schedules or priorities or break downs in services the penalties indicated elsewhere shall be applicable
17. The service provider shall provide uniforms to the different categories of personnel sponsored by him and would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards wherever applicable. All staff would be in a neat, clean and well-groomed appearance and should carry proper ID cards as provided by the service provider including proper name badges. In case of violations suitable penalties shall be applicable.
18. The service provider shall comply with all rules and regulations regarding safety and security of its employees and HITES will in no way be responsible in any manner in case of any mishap to its personnel.

19. The contractor shall cover its personnel for personal accident and death whilst performing the duty and HITES shall own no liabilities and obligations in this regard.
20. In case of late reporting, any incidence of disobeying instructions or misbehaving, suitable penalties for violation of agreement clause shall be applicable as indicated elsewhere.
21. The Service Provider should ensure that their personnel do not consume alcohol/do not smoke/do not take drugs in premises of user department. Further all are required to have working mobile and numbers to be shared with HITES authority.
22. The housekeeping standards employed by service provider personnel must be good in all respect. They must leave work areas in a clean, tidy and safe condition at the end of each working period.
23. The Service Provider shall be responsible for the discipline and conduct of the personnel sponsored by them and in case the personnel lack in discipline and are not able to carry out the work designated, they shall provide replacement services of suitable personnel and suitable penalty shall be applicable.
24. All legal & statutory compliances would be the responsibility of the service provider. Further Continuous training of the employees would also be the responsibility of the service provider so that their employees are able to perform the work with the best professional competence.
25. It shall be the responsibility of service provider to obtain the feedback regarding the service rendered and help desk shall be constantly monitoring the complaints /requisitions received and liquidation of same regarding different services
26. While availing the services provided, HITES will not undertake any monetary liability other than the amount payable to the Service Provider as per the contract for the services of personnel provided by them. Other liabilities, if any, shall solely rest with the service provider. If HITES has to bear such liabilities on unforeseen circumstances/occasions, the same shall be recovered from the service provider adjusting amounts payable to them..
27. The Service Provider shall have the financial capability in rendering the service / disbursement of staff salary for a minimum period of 3 (three) months, in case of any delay in payment from the client.

2.4 SPECIAL CONDITIONS

1. Service provider's financial capability, competitiveness for the subject work, past service history, service track record with HITES and performance in site survey conducted at 6 locations also will be considered for evaluation
2. Bidder shall submit performance certificate with atleast "Good" remark from a reputed client for similar service, and evaluation shall be based on inspection by HITES
3. Scope of work shall increase or decrease as per the requirement of the client, hence the Service Provider shall have the capability to accept it as per the same terms and conditions of the contract.
4. The Service Provider shall have the financial and technical capability to undertake related Civil/MEP work.
5. The Service Provider shall deploy a dedicated site Manager at site as a single point of contact to HITES/Medical College authority.

6. The Service Provider shall provide facility for video conferencing for HITES, in addition 01 desktop computer and printer cum scanner in HITES office.
7. The Service Provider shall quote all heads of Price Schedule except Laundry Service, Kitchen Service and Waste Management which are optional.
- 8. Rates quoted by the bidder for all the categories mentioned in the price bid shall be uniform for all locations.**
- 9. HITES reserve the right of negotiation with the L1 bidder to rationalize the bid.**

2.5 PENALTY CLAUSE:

1. If the Service Provider fails to provide the intended manpower by HITES on any day /time, penalty of double the wages will be imposed.
2. The Penalties / fines imposed by statutory authorities such as ALC, RLC, EPF, ESI Authorities, etc. on HITES will be deducted at actuals.
3. The damages if any arises due to negligence of workmen provided by the service provider, the cost of damages as decided by HITES will be deducted from the monthly claim bill.
4. HITES authorities shall not be responsible for any accidents, injuries, diseases occurred during carrying out the above work. To prevent such incidents the service provider shall take the appropriate protective measures.
5. For misconduct or indiscipline of any employee including criminal activities, the service provider shall be responsible to take action against him/her as per the laws/rules
6. Any penalty imposed by client against non-compliance/ non-performance of contract terms will be deducted from the subsequent running bill.

2.6 PENALTY CHARGES PER WEEK IN CASE OF NON DEPLOYMENT OF MACHINES / EQUIPMENTS/TOOLS.

SL No	Service Description	Brand/ Make	Penalty charges per week/per Unit in case of non-deployment of machines/ equipment /tools (Rs)
1	Auto Scrubber	Roots/ Taski	750
2	Single Disc Scrubber	Roots/ Taski	350
3	Vacuum Cleaner-wet and dry	Roots/ Taski	200
4	Manual Flipper	Roots/ Taski	350
5	High Pressure Jet	Roots/ Taski	200
8	Steam Water Jet pressure	Roots/ Taski equivalent or	200
9	Waste(Covered)Shifting Trolley		150
10	Cable Extension		50
11	Wringer Trolley		50
12	Telescopic Pole 9 Mtrs	Roots/ Taski	150
13	Telescopic Pole 15Mtrs	Roots/ Taski	200

14	Caddy Basket	Roots/ Taski	50
15	Signage	Roots/ Taski	50
16	4 Wheeler Mini Pick up carrier (Covered)	TATA ACE or equivalent	2000

2.7 ELIGIBILITY CRITERIA.

The firm should be in the list of empaneled Facility Management Partner of HITES in appropriate Class & Category i.e. Class “A” & “B” and Category (i, ii,iii,iv & v).

2.8 EARNEST MONEY DEPOSIT:

2.8.1 The Bidder shall furnish Earnest money deposit of an amount as mentioned in Clause 1.1 of Notice Inviting Bids.

2.8.2 The Earnest Money will be in the form of Demand Draft in favor of HITES payable at Trivandrum or a Bank Guarantee from a Scheduled Commercial bank in India acceptable to the Client. The format of the Bank Guarantee shall be as per Form-C provided in this Bid Document. The said Bank guarantee shall be irrevocable and operative for a period not less than 90 days beyond the validity of the Bids i.e. 120 days from the last date of submission of Bids as per clause 1.2 of Notice Inviting Bid or extended date thereof). The Earnest Money Deposited shall be endorsed/pledged in favor of HLL Infra Tech services Limited, and shall be submitted in a separate envelope super scribed “Earnest Money for Facility management services of medical college at Ratlam, Khandwa, Shahdol, Chhindwara, Datia, Vidisha and Shivpuri.

2.9 PRE-BID CONFERENCE:

HITES shall conduct a pre-bid meeting at the time and venue mentioned in Clause 1.2 of Notice Inviting Bid to answer any queries that the Bidders may have raised, in connection with the Project, up to the last date of receipt of queries bid, to provide, the intending bidder(s), the information/clarification regarding the same. Only written queries of the intending bidders received up to 24.09.2020 shall be considered valid and reply of them will be uploaded on the HITES website.

2.10 AMENDMENTS TO BID DOCUMENTS:

2.10.1 At any time prior to the deadline for the submission of Bids, HITES may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the Bid Document by an amendment notice.

2.10.2 The said amendment in the form of an addendum/ corrigendum will be sent to all prospective eligible Bidders including those who have received the Bid Document. This communication will be in writing or by Fax and the same shall be binding upon all Bidders. Prospective Bidders should promptly acknowledge receipt thereof by Tele-fax to the HITES. The

addendum/ corrigendum will also be available on the website of HITES (www.hllhites.com).

2.10.3 In order to allow Bidders reasonable time for preparing their Bids after taking into account such amendments, HITES may, at its discretion, extend the deadline for the submission of Bids.

2.11 SUBMITTAL OF BID BY BIDDER(S):

The intending empaneled agencies shall submit their Offer with, the Technical Bid and the Financial Bid .Complete sets of each Bid should be submitted including corrigendum/ addendum etc. Every page/ copy forming part of Bids should be duly signed by the bidders / tenderers or their authorized representative.

2.11.1 TECHNICAL BID

The Technical Bid, clearly labeled as “**TECHNICAL BID**”, shall consist of following information /details for eligibility criteria of bidders.

- a) Check list of submitted documents in Technical Bid.
- b) Covering letter for the Bid in Form A.
- c) Earnest Money Deposit in the form of a Demand Draft for amount for required works mentioned in Table I, clause 1.1, drawn in favor of “HLL Infra Tech Services Ltd.” Payable at Noida, or Bank Guarantee for equivalent amount from schedule commercial bank in the prescribed form of validity period of 90 days in a separate sealed envelope duly marked “Earnest Money Deposit”.

2.11.2 FINANCIAL BID:

- a) THE FINANCIAL BID, CLEARLY LABELED AS “**FINANCIAL BID**” WILL CONTAIN THE “**FINANCIAL OFFER AS PER FORM C**”.
- b) The financial proposal should be separately completed and submitted in a separate sealed envelope in the Format prescribed in Form F.

NOTE: Bidder/Tenderer should sign all documents submitted by them in self-Attestation.

2.12 DISCREPANCY BETWEEN DOWNLOADED BID DOCUMENT SUBMITTED BY TENDERER AND HARD COPY AVAILABLE WITH HITES:

Tenderers are advised not to make any changes in the downloaded Bid documents. In case any discrepancy is noticed between the documents as uploaded up to the time of submission of the bid online including amendments /corrigendum, if any, and hard copies as submitted physically in the office to Chief Engineer, FMD, HLL Infra Tech Services Limited, then the bid submitted shall become invalid and the Government shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid. Further the tenderer shall not be allowed to participate in the retendering process of the work.

2.13 VALIDITY OF THE TECHNICAL / FINANCIAL BIDS

2.13.1 The bids shall be valid for a period of 120 days from the date of opening of Technical bids.

2.13.2 Extension of Bid Validity:

2.13.3 Prior to the expiry of the original Bid Validity Period, HITES may request Bidders to extend the Bid Validity Period for a specified additional period.

2.14 AWARD OF CONTRACT -AWARD CRITERIA

Subject to meeting the Eligibility Criteria stipulated in clause 1.4 of Section -I above, HITES will award, the Contract to the Bidder / Tenderer, whose technical bid is found responsive, complete and in accordance with the Bid documents, and whose financial bid on evaluation is found lowest.

2.15 EMPLOYER'S RIGHT TO ACCEPT ANY TENDER AND TO REJECT ANY OR ALL TENDERS:

Notwithstanding provisions of Clause 2.12, HITES reserves the right to accept or reject any offer, and to annul the tender process and reject all offers, at any time prior to award of Contract without thereby incurring any liability to the affected Bidder. HITES has no obligation to inform the affected Bidder or Bidders of the grounds for rejection of bids.

2.16 NOTIFICATION OF AWARD:

2.16.1 Prior to the expiry of period of validity/extended validity of the offer as prescribed in this bid document and as subsequently extended by the bidder, HITES will notify the successful Bidder by Tele-fax or e-mail and confirm in writing by registered post /speed post / courier, that his offer has been accepted. This letter (hereinafter called '**The Letter of Award**') shall mention the fee, based on presumptive cost of work mentioned in the BID document (hereinafter called '**The Contract Price**'). The Letter of Award will be sent to the successful bidder. No correspondence will be entertained by HITES from the unsuccessful Bidders.

2.16.2 The Letter of Award shall constitute a part of the contract.

2.17 PERFORMANCE SECURITY:

The successful Bidder shall furnish to HITES a security in the form of a **Bank Guarantee @ of 5% of the contract price** from a Scheduled Commercial bank based in India in the Format given in Form-B, provided in Section II. The Performance Security shall be furnished within the time limit specified in Sub-clause 1.2.

Failure of the successful Bidder to submit the required Performance Security by due date as per Para 1.2 above shall constitute sufficient grounds for the annulment of the award of Contract and forfeiture of the EMD.

2.18 SIGNING OF AGREEMENT:

HITES shall prepare the Agreement in the Performa (Form D) included in this Document, duly incorporating all the terms of agreement between HITES and successful parties. Bidder will be required to execute the Contract agreement within 21 days from the date of issue of the Letter of Award the successful. The performance guarantee should be submitted immediately after issue of letter of award but not later than 15 days of issue of letter of award. One copy of the Agreement duly signed by HITES and the selected bidder through their authorized signatories will be supplied by HITES to the selected bidder.

CHECKLIST

CHECK LIST OF DOCUMENTS TO BE SUBMITTED WITH THE BID

TECHNICAL PART

S. No	Name of Document	No. of sets to be submitted	
1.	Form of Bid and Appendix thereof (Form A)	Original	
2	Bid Security i.e. EMD in separate sealed envelope (Form C)	ORIGINAL	
3.	BID documents, duly signed.	ORIGINAL	
4.	Preference of cluster, if bid submitted for more than one work. (Form E)	ORIGINAL	

FINANCIAL PACKAGE:

	Financial Bid in separate sealed cover (Form F)	Original	
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NOTE: ORIGINAL BID SHALL BE SUBMITTED IN SEPARATE ENVELOPES, CONSPICUOUSLY MARKED ORIGINAL.

FORM OF BID

To,

Deputy Vice President

HLL Infra Tech Services Ltd.

B-14 A Sector 62

Noida, Uttar Pradesh- 201307

1. Having visited the Site and examined the Terms of Reference and the terms of the Comprehensive Facility Management Services Contract attached thereto and the NIT for Providing Comprehensive Facility Management Services for “ Facility Management services at _____ (Name of the work.). I / We the undersigned offer to provide comprehensive Facility Management Services in conformity with the Terms of Reference and the terms of the Facility Management Services Contract attached thereto.
2. I / We undertake, if our Offer is accepted, I / We shall commence the work within one week from date of Letter of Award and to complete the whole of the Work comprised in the Contract within **the Time Schedules mentioned therein** from the date of issue of the Letter of Award.
3. If my / our Offer is accepted, I / we will furnish a Bank Guarantee for Performance as security in Form B for the due performance of the Contract @ 5% of the finally accepted **contract price** (based on the quoted/negotiated percentage fee in the financial bid).
4. I / We agree to abide by this Offer for a minimum period of 90 days from the last date fixed for receiving the same and it shall remain binding upon us and offer may be accepted at any time before the expiry of this period or any extended period mutually agreed to.
5. I / We declare and confirm that no agent, middleman or any intermediary has been, or will be engaged to provide any services, related to the award of this Contract. I / We further confirm and declare that no agency commission or any payment, which may be construed as an agency, commission has been, or will be, paid and that the offer price does not include any such amount. I / We acknowledge the right of HITES that if it finds our declaration to the contrary it can declare our Offer to be non-compliant and if the Contract has been awarded to us then declare the same as null and void.
6. I / We understand that HITES are not bound to accept the lowest or any offer received.
7. If my / our Offer is accepted I / we understand that I /we, am / are to be held solely responsible for the due performance of the Contract.

Dated this.....day of.....2020

Signature

Name..... in the capacity of
duly authorized to sign Tenders for and on behalf of.....

Address

Witness – Signature

Name

Address

Occupation

Note:

- i. The Appendix forms part of the Bid**
- ii. Bidders are required to fill up all the blank spaces in this form of Tender and Appendix.**

FORM OF PERFORMANCE SECURITY (GUARANTEE) BY BANK

1. In consideration of the HLL INFRATECH SERVICES LTD (hereinafter called “HITES”) having agreed under the terms and conditions of agreement No..... dated made between and (herein after called “the said applicant(s)”) for the work (herein after called “the said agreement”) for compliance of his obligation in accordance with the terms and conditions in the said agreement.

We (indicate the name of the Bank) (herein after referred to as “as Bank) hereby undertake to pay to the HITES and amount not exceeding Rs..... (Rupees only) on demand by the HITES.

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

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

The payment made by us under this bond shall be valid discharge of our liability for payment to there-under and the applicant(s) shall have no claim against us making such payment.

4. We (Indicate the name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the HITES under or by virtue of the said agreement have been fully paid and it is claims satisfied or discharged or till Engineer-in-charge on behalf of the HITES. Certified that he terms and conditions of the said Agreement have been fully and properly carried out by the said applicant(s) accordingly discharges this guarantee.

5. We..... (Indicate the name of Bank) further agree with the HITES that he HITES shall have the fullest liberty without our consent and without affecting any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said applicant(s) from time to time or to postpone for any of the powers exercisable by the HITES against the said applicant(s) and to forebear or enforce any of the terms and conditions relating to the said agreement we shall not be relieved from our liability by reasons of any such variation or extension being granted to the said applicant(s) or for ay forbearance act or omission on that part of the HITES or any indulgence by HITES to the said contract(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effected or so relieving us.

6. The guarantee will not be discharged due to the change in the constitution of the Bank or the applicant(s).

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

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

Dated the Day of 20....

For
(Indicate the name of Bank)

Format for EMD (Bid security)

Know all men by these presents that we (Name of bank) having our registered office at (Name of country) (hereinafter called “the bank”) are bound unto pay, HLL Infra Tech Services Limited, Trivandrum, in the sum of Rs. _____ for which payment will and truly to be made to the said HITES, the bank binds itself, its successors and assigns by these presents.

Whereas..... (Name of bidder) (hereinafter called “the bidder”) has submitted its bid dated _____ for “Providing Comprehensive Facility management Services for “------(name of the work)

And whereas the bidder is required to furnish an irrevocable bank guarantee for the sum of Rs. _____ (rupees _____ only) as bid security against the bidder’s offer as aforesaid.

And whereas _____(name of bank) have, at the request of the bidder, agreed to give this guarantee as hereinafter contained.

We further agree as follows:

That client may without affecting this guarantee grant time or other indulgence to or negotiate further with the bidder in regard to the conditions contained in the said bid and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between client and the bidder.

That the guarantee herein before contained shall not be affected by any change in the constitution of our bank or in the constitution of the bidder.

That any account settled between client and the bidder shall be conclusive evidence against us of the amount due hereunder and shall not be questioned by us.

That this guarantee commences from the date hereof and shall remain in force till _____ (date to be filled up)

That the expression ‘the bidder’ and ‘the bank’ herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

The conditions of this obligation are:

If the bidder withdraws his bid during the period of bid validity, or

If the bidder does not accept the correction of his bid price as corrected by the evaluation committee

If the bidder having been notified of the acceptance of his bid by client during the period of bid validity:

Fails or refuses to furnish the required performance security for the amount equal to 5% of the contract price and/ or

- (i) Fails or refuses to enter into a contract within 21 days of issue of letter of award by HITES.
- (ii) We undertake to pay to client (HITES) up to the above amount upon receipt of his first written demand, without client having to substantiate his demand provided that in his

demand client will note that the amount claimed by him is due to him owing to the occurrence of any one or more of the conditions (a), (b), (c) mentioned above, specifying the occurred condition or conditions.

	Signature of Authorized official of the bank
Signature of the witness	Name of official Designation
Name of the witness	Stamp/seal of the bank
Address of the witness	

**PROFORMA FOR AGREEMENT
(ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)**

CONTRACT AGREEMENT FOR THE WORK OF -----
DATED ----- Between M/s----- in the town
of

hereinafter called the applicant (which term shall unless excluded by or repugnant to be subject or context include its successors and permitted assigns) of the one part and the HLLINFRATECH SERVICES LTD hereinafter called the HITES (which term shall unless excluded by or repugnant to the subject or context include its successes and assigns) of the other part.

WHEREAS

- a. The HITES is desirous that the _____ (name of work) at _____ should be executed as mentioned, enumerated or referred to in the tender documents including Press Notice Inviting Tender, other documents, has called for Tender.
- b. The applicant has inspected the site and surroundings of the work specified in the tender documents and has satisfied himself by carefully examination before submitting his tender as to the nature of the site and local condition, the quantities, nature and magnitude of the work the availability of labour and materials necessary for the execution of work, the means of access to site, and the accommodation he may require and has made local and independent enquiries and obtained complete information as to the matters and things referred to or implied in the tender documents or having any connection therewith, and has considered the nature and extent of all the probable and possible situations, hindrances or interferences to or with the execution and completion of the work to be carried out under the contract, and has examined and considered all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and ancillary thereof affecting the execution and completion of the work and which might have influenced him in making his tender.
- c. The tender documents including the HITES's Press Notice Inviting Tender, rates, General obligations, period of completion of work. Letter of Acceptance of tender and any statement of agreed variations with its enclosures copies of which are hereto annexed form part of this contract though separately set out herein and are included in the expression Contract wherever herein used.

AND WHEREAS

The HITES accepted the tender of M/s ----- (Applicant) for the ----- (name of work) at -----and conveyed vide letter No.----- dated ----- at the rates stated in the LOA for the work and accepted by the HITES (hereinafter called the Rates) upon the terms and subject to the conditions of the contract.

NOW THIS AGREEMENT WITNESSTH & IT IS HEREBY AGREED AND DECLARED AS FOLLOWS.

1. In consideration of the payment to be made to the contract for the work to be executed by him, the applicant hereby covenant with the HITES that the applicant shall and will duly provide, execute, complete and maintain the said work and shall do and perform all other acts and things in the contract mentioned or described or which are to be implied and there-from or may be reasonably necessary for the completion of the said works and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the contract, AND
2. In consideration of the due provisions execution of the said work, the HITES does hereby agree with the applicant that the HITES will pay to applicant the respective amounts for the work actually done by him and approved by the HITES at the Schedule or Rates and such other sum payable to the applicant under provision of the contract, such payment to be made at such time in such manner as prescribed for in the contract.

It is specifically and distinctly understood and agreed between the HITES and the applicant that the applicant shall have no right, title or interest in the site made available by the HITES for execution of the works or in the building, structures or works executed on the said site by the applicant or in the goods, articles, materials, etc. brought on the said site (unless the same specifically belongs to the applicant) and the applicant shall not have or deemed to have any lien whatsoever charge for unpaid bills will not be entitled to assume or retain possession or control of the site or structures and the HITES shall have an absolute and unfettered right to take full possession of site and to remove the applicant, their servants, agents and materials belonging to the applicant and lying on the site.

In Witness whereof the parties hereto have here-into set their respective hands and seals in the day and the year first above written.

Signed and delivered for and on behalf of HITES

Signed and delivered for and on behalf of the applicant

(HLL INFRATECH SERVICES LTD)

(Applicant)

OFFICIAL ADDRESS

OFFICIAL ADDRESS

Date

Date

Place

Place

IN PRESENCE OF TWO WITNESSES

SIGNATURE
NAME

SIGNATURE
NAME

IN PRESENCE OF TWO WITNESSES

SIGNATURE
NAME

SIGNATURE
NAME

Form E

PREFERENCE TABLE

S. NO.	NAME OF (CLUSTER)	ORDER OF PREFERENCE
1.		
2.		
3.		

Note:

1. The order of preference should be indicated as C1, C2 and C3.
2. C1 would mean Priority 1 or the most desired preference and C3 would mean the least desired.
3. A Cluster can be assigned only one preference. Thus each location shall have a separate preference.
4. A preference cannot be repeated e.g. C2 cannot be assigned to cluster -1 and cluster-2. It can be assigned to only one location.

SIGNATURE OF THE AUTHORIZED
PERSON OF THE SERVICE PROVIDER

SECTION –III

GENERAL CONDITIONS OF CONTRACT CLAUSES OF CONTRACT

CLAUSES OF CONTRACT

CLAUSE 1 PERFORMANCE GUARANTEE

- (i) The contractor shall submit an irrevocable Performance Guarantee of 5% (Five percent) of the tendered value in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and/or without prejudice to any other provisions in the contract) within period from the date of issue of letter of acceptance. This period can be further extended by the Engineer-in-Charge up to a maximum period as specified in on written request of the contractor stating the reason for delays in procuring the Performance Guarantee, to the satisfaction of the Engineer-in-Charge. This guarantee shall be in the form of Cash (in case guarantee amount is less than Rs. 10,000/-) or Banker's Cheque of any scheduled bank/Demand Draft of any scheduled bank/Pay Order of any scheduled bank (in case guarantee amount is less than Rs. 1,00,000/-) or Guarantee Bonds of any Scheduled Bank or the State Bank of India in accordance with the form annexed hereto.
- (ii) The Performance Guarantee shall be initially valid up to the stipulated date of completion plus sixty days beyond that. In case the time for completion of work gets enlarged, the contractor shall get the validity of Performance Guarantee extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the contractor, without any interest.
- (iii) The Engineer-in-Charge shall not make a claim under the performance guarantee except for amounts to which the Client is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
 - (a) Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Engineer-in-Charge may claim the full amount of the Performance Guarantee.
 - (b) Failure by the contractor to pay the Client any amount due, either as agreed by the contractor or determined under any of the Clauses/Conditions of the agreement, within 30 days of the service of notice to this effect by Engineer-in-Charge.
- (iv) In the event of the Contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Client.

CLAUSE 3 WHEN CONTRACT CAN BE DETERMINED

Subject to other provisions contained in this clause, the Engineer-in-Charge may, without prejudice to his any other rights or remedy against the contractor in respect of any delay, inferior workmanship, any claims for damages and/or any other provisions of this contract or otherwise, and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:

- (i) If the contractor having been given by the Engineer-in-Charge a notice in writing to rectify, reconstruct or replace any defective work or that the work is being performed in an inefficient or otherwise improper or unworkmen like manner shall omit to comply with the requirement of such notice for a period of seven days thereafter.
- (ii) If the contractor has, without reasonable cause, suspended the progress of the work or has failed to proceed with the work with due diligence so that in the opinion of the Engineer-in-Charge (which shall be final and binding) he will be unable to secure completion of the work by the date for completion and continues to do so after a notice in writing of seven days from the Engineer-in-Charge.
- (iii) If the contractor fails to complete the work within the stipulated date or items of work with individual date of completion, if any stipulated, on or before such date(s) of completion and does not complete them within the period specified in a notice given in writing in that behalf by the Engineer-in-Charge.
- (iv) If the contractor persistently neglects to carry out his obligations under the contract and/or commits default in complying with any of the terms and conditions of the contract and does not remedy it or take effective steps to remedy it within 7 days after a notice in writing is given to him in that behalf by the Engineer-in-Charge.
- (v) If the contractor shall offer or give or agree to give to any person in Government service or to any other person on his behalf any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract for Government/HITES.
- (vi) If the contractor shall enter into a contract with Government/HITES in connection with which commission has been paid or agreed to be paid by him or to his knowledge, unless the particulars of any such commission and the terms of payment thereof have been previously disclosed in writing to the Engineer-in-Charge.
- (vii) If the contractor shall obtain a contract with Government/HITES as a result of wrong tendering or other non-bonafide methods of competitive tendering or commits breach of integrity pact.
- (viii) If the contractor being an individual, or if a firm, any partner thereof shall at any time be adjudged insolvent or have a receiving order or order for administration of his estate made against him or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or composition or arrangement for the benefit of his creditors or

purport so to do, or if any application be made under any Insolvency Act for the time being in force for the sequestration of his estate or if a trust deed be executed by him for benefit of his creditors.

- (ix) If the contractor being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.
- (x) If the contractor shall suffer an execution being levied on his goods and allow it to be continued for a period of 21 days.
- (xi) If the contractor assigns, transfers, sublets (engagement of labour on a piece-work basis or of labour with materials not to be incorporated in the work, shall not be deemed to be subletting) or otherwise parts with or attempts to assign, transfer, sublet or otherwise parts with the entire works or any portion thereof without the prior written approval of the Engineer -in-Charge.

When the contractor has made himself liable for action under any of the cases aforesaid, the Engineer-in-Charge on behalf of the HITES shall have powers:

- (a) To determine the contract as aforesaid (of which termination notice in writing to the contractor under the hand of the Engineer-in-Charge shall be conclusive evidence). Upon such determination, the Earnest Money Deposit, Security Deposit already recovered and Performance Guarantee under the contract shall be liable to be forfeited and shall be absolutely at the disposal of the Government/HITES.
- (b) After giving notice to the contractor to measure up the work of the contractor and to take such whole, or the balance or part thereof, as shall be un-executed out of his hands and to give it to another contractor to complete the work. The contractor, whose contract is determined as above, shall not be allowed to participate in the tendering process for the balance work.

In the event of above courses being adopted by the Engineer-in-Charge, the contractor shall have no claim to compensation for any loss sustained by him by reasons of his having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of the contract. And in case action is taken under any of the provision aforesaid, the contractor shall not be entitled to recover or be paid any sum for any work thereof or actually performed under this contract unless and until the Engineer-in-Charge has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

CLAUSE 3A

In case, the work cannot be started due to reasons not within the control of the contractor within 1/8th of the stipulated time for completion of work or one month whichever is higher, either party may close the contract. In such eventuality, the Earnest Money Deposit and the Performance Guarantee of the contractor shall be refunded.

In case contractor wants to close the contract, he shall give notice to the department stating the failure on the part of department. In such eventuality, the Performance Guarantee of the contractor shall be refunded within the following time limits:

- (i) If the tendered value of work is upto Rs.45 lac : 15 days
- (ii) If the tendered value of work is more than Rs.45 lac & upto Rs.2.5 Crs. : 21 days
- (iii) If the tendered value of work exceeds Rs.2.5 crore : 30 days

If the PG is not released within prescribed time limit, then a simple interest @ 0.25% per month shall be payable on PG to the Contractor from the date of expiry of prescribed time limit.

A compensation for such eventuality, on account of damages etc. shall be payable @ 0.25% of tendered value subject to maximum limit of Rs.10 lacs.

CLAUSE 8A CONTRACTOR TO KEEP SITE CLEAN

When the annual repairs and maintenance of works are carried out, the splashes and droppings from white washing, colour washing, painting etc., on walls, floor, windows, etc shall be removed and the surface cleaned simultaneously with the completion of these items of work in the individual rooms, quarters or premises etc. where the work is done: without waiting for the actual completion of all the other items of work in the contract. In case the contractor fails to comply with the requirements of this clause, the Engineer-in-Charge shall have the right to get this work done at the cost of the contractor either departmentally or through any other agency. Before taking such action, the Engineer-in-Charge shall give ten days' notice in writing to the contractor.

CLAUSE 9A PAYMENT OF CONTRACTOR'S BILLS TO BANKS

Payments due to the contractor may, if so desired by him, be made to his bank, registered financial, co-operative or thrift societies or recognized financial institutions instead of direct to him provided that the contractor furnishes to the Engineer-in-Charge (1) an authorization in the form of a legally valid document such as a power of attorney conferring authority on the bank; registered financial, co-operative or thrift societies or recognized financial institutions to receive payments and (2) his own acceptance of the correctness of the amount made out as being due to him by Government/ HITES or his signature on the bill or other claim preferred against Government/ HITES before settlement by the Engineer-in-Charge of the account or claim by payment to the bank, registered financial, co-operative or thrift societies or recognized financial institutions. While the receipt given by such banks; registered financial, co-operative or thrift societies or recognized financial institutions shall constitute a full and sufficient discharge for the payment, the contractor shall whenever possible present his bills duly receipted and discharged through his bank, registered financial, co-operative or thrift societies or recognized financial institutions.

Nothing herein contained shall operate to create in favour of the bank; registered financial, co-operative or thrift societies or recognized financial institutions any rights or equities vis- a-vis the HITES.

CLAUSE 10A MATERIALS TO BE PROVIDED BY THE CONTRACTOR

The contractor shall, at his own expense, provide all materials, required for the works other than those which are stipulated to be supplied by the Government/ HITES.

The contractor shall, at his own expense and without delay, supply to the Engineer-in-Charge samples of materials to be used on the work and shall get these approved in advance. All such materials to be provided by the Contractor shall be in conformity with the specifications laid down or referred to in the contract. The contractor shall, if requested by the Engineer-in-Charge furnish proof, to the satisfaction of the Engineer-in-Charge that the materials so comply. The Engineer-in-Charge shall within thirty days of supply of samples or within such further period as he may require intimate to the Contractor in writing whether samples are approved by him or not. If samples are not approved, the Contractor shall forthwith arrange to supply to the Engineer-in-Charge for his approval, fresh samples complying with the specifications laid down in the contract. When materials are required to be tested in accordance with specifications, approval of the Engineer-in-Charge shall be issued after the test results are received.

The Contractor shall at his risk and cost submit the samples of materials to be tested or analyzed and shall not make use of or incorporate in the work any materials represented by the samples until the required tests or analysis have been made and materials finally accepted by the Engineer-in-Charge. The Contractor shall not be eligible for any claim or compensation either arising out of any delay in the work or due to any corrective measures required to be taken on account of and as a result of testing of materials.

The contractor shall, at his risk and cost, make all arrangements and shall provide all facilities as the Engineer-in-Charge may require for collecting, and preparing the required number of samples for such tests at such time and to such place or places as may be directed by the Engineer-in-Charge and bear all charges and cost of testing unless specifically provided for otherwise elsewhere in the contract or specifications. The Engineer-in-Charge or his authorized representative shall at all times have access to the works and to all workshops and places where work is being prepared or from where materials manufactured articles or machinery are being obtained for the works and the contractor shall afford every facility and every assistance in obtaining the right to such access.

The Engineer-in-Charge shall have full powers to require the removal from the premises of all materials which in his opinion are not in accordance with the specifications and in case of default, the Engineer-in-Charge shall be at liberty to employ at the expense of the contractor, other persons to remove the same without being answerable or accountable for any loss or damage that may happen or arise to such materials. The Engineer-in-Charge shall also have full powers to require other proper materials to be substituted thereof and in case of default, the Engineer-in-Charge may cause the same to be supplied and all costs which may attend such removal and substitution shall be borne by the Contractor.

The contractor shall, at his own expense, provide a material testing lab at the site for conducting routine field tests. The lab shall be equipped at least with the testing equipment.

CLAUSE 10 D DISMANTLED MATERIAL GOVT. PROPERTY

The contractor shall treat all materials obtained during dismantling of a structure, excavation of the site for a work, etc. as Government/ HITES's property and such materials shall be disposed off to the best advantage of Government/ HITES according to the instructions in writing issued by the Engineer-in-Charge.

CLAUSE 14 CARRYING OUT PART WORK AT RISK & COST OF CONTRACTOR

If contractor:

- (i) At any time makes default during currency of work or does not execute any part of the work with due diligence and continues to do so even after a notice in writing of 7 days in this respect from the Engineer-in-Charge; or
- (ii) Commits default in complying with any of the terms and conditions of the contract and does not remedy it or takes effective steps to remedy it within 7 days even after a notice in writing is given in that behalf by the Engineer-in-

Charge; or

- (iii) Fails to complete the work(s) or items of work with individual dates of completion, on or before the date(s) so determined, and does not complete them within the period specified in the notice given in writing in that behalf by the Engineer-in-Charge.

The Engineer-in-Charge without invoking action under clause 3 may, without prejudice to any other right or remedy against the contractor which have either accrued or accrue thereafter to Government/ HITES, by a notice in writing to take the part work/ part incomplete work of any item(s) out of his hands and shall have powers to:

- (a) Take possession of the site and any materials, constructional plant, implements, stores, etc., thereon; and/or
- (b) Carry out the part work / part incomplete work of any item(s) by any means at the risk and cost of the contractor.

The Engineer-in-Charge shall determine the amount, if any, is recoverable from the contractor for completion of the part work/ part incomplete work of any item(s) taken out of his hands and execute at the risk and cost of the contractor, the liability of contractor on account of loss or damage suffered by Government/HITES because of action under this clause shall not exceed 10% of the tendered value of the work.

In determining the amount, credit shall be given to the contractor with the value of work done in all respect in the same manner and at the same rate as if it had been carried out by the original contractor under the terms of his contract, the value of contractor's materials taken over and incorporated in the work and use of plant and machinery belonging to the contractor. The certificate of the Engineer-in-Charge as to the value of work done shall be final and conclusive against the contractor provided always that action under this clause shall only be taken after giving notice in writing to the contractor. Provided also that if the expenses incurred by the department are less than the amount payable to the contractor at his agreement rates, the difference shall

not be payable to the contractor.

Any excess expenditure incurred or to be incurred by Government/ HITES in completing the part work/ part incomplete work of any item(s) or the excess loss of damages suffered or may be suffered by Government /HITES as aforesaid after allowing such credit shall without prejudice to any other right or remedy available to Government/ HITES in law or per as agreement be recovered from any money due to the contractor on any account, and if such money is insufficient, the contractor shall be called upon in writing and shall be liable to pay the same within 30 days.

If the contractor fails to pay the required sum within the aforesaid period of 30 days, the Engineer-in-Charge shall have the right to sell any or all of the contractors' unused materials, constructional plant, implements, temporary building at site etc. and adjust the proceeds of sale thereof towards the dues recoverable from the contractor under the contract and if thereafter there remains any balance outstanding, it shall be recovered in accordance with the provisions of the contract.

In the event of above course being adopted by the Engineer-in-Charge, the contractor shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any engagements or made any advance on any account or with a view to the execution of the work or the performance of the contract.

CLAUSE 18 CONTRACTOR TO SUPPLY TOOLS & PLANTS ETC.

The contractor shall provide at his own cost all materials (except such special materials, if any, as may in accordance with the contract be supplied from the Engineer-in-Charge's stores), machinery, tools & plants. In addition to this, appliances, implements, other plants, ladders, cordage, tackle, scaffolding and temporary works required for the proper execution of the work, whether original, altered or substituted and whether included in the specifications or other documents forming part of the contract or referred to in these conditions or not, or which may be necessary for the purpose of satisfying or complying with the requirements of the Engineer-in-Charge as to any matter as to which under these conditions he is entitled to be satisfied, or which he is entitled to require together with carriage therefore to and from the work. The contractor shall also supply without charge the requisite number of persons with the means and materials, necessary for the purpose of setting out works, and counting, weighing and assisting the measurement for examination at any time and from time to time of the work or materials. Failing his so doing, the same may be provided by the Engineer-in-Charge at the expense of the contractor and the expenses may be deducted, from any money due to the contractor, under this contract

or otherwise and/or from his security deposit or the proceeds of sale thereof, or of a sufficient portions thereof.

CLAUSE 18A RECOVERY OF COMPENSATION PAID TO WORKMEN

In every case in which by virtue of the provisions sub-section (1) of Section 12, of the Workmen's Compensation Act, 1923, Government is obliged to pay compensation to a workman employed by the contractor, in execution of the works, Government/ HITES will recover from the contractor, the amount of the compensation so paid; and, without prejudice to the rights of the Government / HITES under sub-section (2) of Section 12, of the said Act, Government shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Government/ HITES to the contractor whether under this contract or otherwise. Government / HITES shall not be bound to contest any claim made against it under sub-section (1) of Section 12, of the said Act, except on the written request of the contractor and upon his giving to Government / HITES full security for all costs for which Government/ HITES might become liable in consequence of contesting such claim.

CLAUSE 18B ENSURING PAYMENT AND AMENITIES TO WORKERS IF CONTRACTOR FAILS

In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and of the Contract Labour (Regulation and Abolition) Central Rules, 1971, Government / HITES is obliged to pay any amounts of wages to a workman employed by the contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act and the rules under Clause 19H or under the Contractor's Labour Regulations, or under the Rules framed by Government / HITES from time to time for the protection of health and sanitary arrangements for workers employed by Contractors, Government/ HITES will recover from the contractor, the amount of wages so paid or the amount of expenditure so incurred; and without prejudice to the rights of the Government / HITES under sub-section(2) of Section 20, and sub-section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, Government / HITES shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by Government / HITES to the contractor whether under this contract or otherwise Government / HITES shall not be bound to contest any claim made against it under sub-section (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his giving to the Government full security for all costs for which Government might become liable in contesting such claim.

CLAUSE 19 LABOUR LAWS TO BE COMPLIED BY THE CONTRACTOR

The contractor shall obtain a valid license under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986.

The contractor shall also comply with the provisions of the building and other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996 and the building and other Construction Workers Welfare Cess Act, 1996.

The contractor shall also comply with provisions of the Inter-State migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979.

Any failure to fulfill these requirements shall attract the penal provisions of this contract arising out of the resultant non-execution of the work.

CLAUSE 19A

No labour below the age of fourteen years shall be employed on the work.

CLAUSE 19 B PAYMENT OF WAGES

Payment of wages:

- (i) The contractor shall pay to labour employed by him either directly or through sub- contractors, wages not less than fair wages as defined in the CPWD Contractor's Labour Regulations or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
- (ii) The contractor shall, notwithstanding the provisions of any contract to the contrary, cause to be paid fair wage to labour indirectly engaged on the work, including any labour engaged by his sub-contractors in connection with the said work, as if the labour had been immediately employed by him.
- (iii) In respect of all labour directly or indirectly employed in the works for performance of the contractor's part of this contract, the contractor shall comply with or cause to be complied with the Central Public Works Department contractor's Labour Regulations made by Government from time to time in regard to payment of wages, wage period, deductions from wages recovery of wages not paid and deductions unauthorized made, maintenance of wage books or wage slips, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of the like nature or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
- (iv) (a) The Engineer-in-Charge concerned shall have the right to deduct from the moneys due to the contractor any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfillment of the conditions of the contract for the benefit of the workers, non- payment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.
- (b) Under the provision of Minimum Wages (Central) Rules, 1950, the contractor is bound to allow to the labours directly or indirectly employed in the works one day rest for 6 days continuous work and pay wages at the same rate as for duty. In the event of default, the Engineer-in-Charge shall have the right to deduct the sum or sums not paid

on account of wages for weekly holidays to any labours and pay the same to the persons entitled thereto from any money due to the contractor by the Engineer-in-Charge concerned.

In the case of Union Territory of Delhi, however, as the all-inclusive minimum daily wages fixed under Notification of the Delhi Administration No.F.12(162)MWO/DAB/43884-91, dated 31-12-1979 as amended from time to time are inclusive of wages for the weekly day of rest, the question of extra payment for weekly holiday would not arise.

- (v) The contractor shall comply with the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, and the Contractor's Labour (Regulation and Abolition) Act 1970, or the modifications thereof or any other laws relating thereto and the rules made thereunder from time to time.
- (vi) The contractor shall indemnify and keep indemnified Government / HITES against payments to be made under and for the observance of the laws aforesaid and the CPWD Contractor's Labour Regulations without prejudice to his right to claim indemnity from his sub-contractors.
- (vii) The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- (viii) Whatever is the minimum wage for the time being, or if the wage payable is higher than such wage, such wage shall be paid by the contractor to the workmen directly without the intervention of Jamadar and that Jamadar shall not be entitled to deduct or recover any amount from the minimum wage payable to the workmen as and by way of commission or otherwise.
- (ix) The contractor shall ensure that no amount by way of commission or otherwise is deducted or recovered by the Jamadar from the wage of workmen.

CLAUSE 19C

In respect of all labour directly or indirectly employed in the work for the performance of the contractor's part of this contract, the contractor shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith. In case the contractor fails to make arrangement and provide necessary facilities as aforesaid, he shall be liable to pay a penalty of Rs.200/- for each default and in addition, the Engineer-in-Charge shall be at liberty to make arrangement and provide facilities as aforesaid and recover the costs incurred in that behalf from the contractor.

CLAUSE 19 D

The contractor shall submit by the 4th and 19th of every month, to the Engineer-in-Charge, a true statement showing in respect of the second half of the preceding month and the first half of the current month respectively:-

- (1) the number of labourers employed by him on the work,
- (2) their working hours,

- (3) the wages paid to them,
- (4) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them, and
- (5) the number of female workers who have been allowed maternity benefit according to Clause 19F and the amount paid to them.

Failing which the contractor shall be liable to pay to Government / HITES, a sum not exceeding Rs.200/- for each default or materially incorrect statement. The decision of the Engineer in charge shall be final in deducting from any bill due to the contractor; the amount levied as fine and be binding on the contractor.

CLAUSE 19E

In respect of all labour directly or indirectly employed in the works for the performance of the contractor's part of this contract, the contractor shall comply with or cause to be complied with all the rules framed by Government from time to time for the protection of health and sanitary arrangements for workers employed by the Central Public Works Department and its contractors.

CLAUSE 19I

The Engineer-in-Charge may require the contractor to dismiss or remove from the site of the work any person or persons in the contractors' employ upon the work who may be incompetent or misconduct himself and the contractor shall forthwith comply with such requirements. In respect of maintenance/repair or renovation works etc. where the labour have an easy access to the individual houses, the contractor shall issue identity cards to the labourers, whether temporary or permanent and he shall be responsible for any untoward action on the part of such labour. The Engineer-in- Charge will display a list of contractors working in the colony/Blocks on the notice board in the colony and also at the service centre, to apprise the residents about the same.

CLAUSE 19L

The ESI and EPF contributions on the part of the HITES in respect of this Contract shall be paid by the Contractor. These contributions on the part of the HITES paid by the contractor shall be reimbursed by the Engineer-in-charge to the Contractor on actual basis.

CLAUSE 20 MINIMUM WAGES ACT TO BE COMPLIED WITH

The contractor shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, amended from time to time and rules framed there under and other labour laws affecting contract labour that may be brought into force from time to time.

CLAUSE 23 CHANGES IN FIRM'S CONSTITUTION TO BE INTIMATED

Where the contractor is a partnership firm, the previous approval in writing of the Engineer- in-Charge shall be obtained before any change is made in the constitution of the firm. Where the contractor is an individual or a Hindu undivided family business concern, such approval as aforesaid shall likewise be obtained before the contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the works hereby undertaken by the contractor. If previous approval as aforesaid is not obtained, the contract shall be deemed to have been assigned in contravention of Clause 21 hereof and the same action may be taken, and the same consequences shall ensue as provided in the said Clause 21.

CLAUSE 24

All works to be executed under the contract shall be executed under the direction and subject to the approval in all respects of the Engineer-in-Charge who shall be entitled to direct at what point or points and in what manner they are to be commenced, and from time to time carried on.

CLAUSE 25 SETTLEMENT OF DISPUTES & ARBITRATION

Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, design, drawings and instructions here-in before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:

- (i) If the contractor considers any work demanded of him to be outside the requirements of the contract, or disputes any drawings, record or decision given in writing by the Engineer-in-Charge on any matter in connection with or arising out of the contract or carrying out of the work, to be unacceptable, he shall promptly within 15 days request (Reviewing Authority) in writing for written instruction or decision. Thereupon, the Reviewing Authority shall give his written instructions or decision within a period of one month from the receipt of the contractor's letter.

If the Reviewing Authority fails to give his instructions or decision in writing within the aforesaid period or if the contractor is dissatisfied with the instructions or decision of the Reviewing Authority, the contractor may, within 15 days of the receipt of the Reviewing Authority's decision, appeal to the authority (Appealing Authority) who shall afford an opportunity to the contractor to be heard, if the latter so desires, and to offer evidence in support of his appeal. The Appealing Authority shall give his decision within 30 days of receipt of contractor's appeal.

If the contractor is dissatisfied with the decision of the Appealing Authority, the contractor may within 30 days from the receipt of the Appealing Authority's decision, appeal before the Dispute Redressal Committee (DRC) along with a list of disputes with amounts claimed in respect of each such dispute and giving reference to the rejection of his disputes by the Appealing Authority. The Dispute Redressal Committee (DRC) shall give his decision within a period of 90 days from the receipt of Contractor's appeal.

If the Dispute Redressal Committee (DRC) fails to give his decision within the aforesaid period or any party is dissatisfied with the decision of Dispute Redressal Committee (DRC), then either party may within a period of 30 days from the receipt of the decision of Dispute Redressal Committee (DRC), give notice to the Client for appointment of arbitrator on prescribed proforma as per Appendix XV, failing which, the said decision shall be final binding and conclusive and not referable to adjudication by the arbitrator.

- (ii) Except where the decision has become final, binding and conclusive in terms of Sub Para (i) above, disputes or difference shall be referred for adjudication through arbitration by a sole arbitrator appointed by the CEO (HITES). If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection by the Appealing Authority of the appeal.

It is also a term of this contract that no person, other than a person appointed by the CEO (HITES), as aforesaid, should act as arbitrator and if for any reason that is not possible, the matter shall not be referred to arbitration at all.

It is also a term of this contract that if the contractor does not make any demand for appointment of arbitrator in respect of any claims in writing as aforesaid within 120 days of receiving the intimation from the Engineer-in-charge that the final bill is ready for payment, the claim of the contractor shall be deemed to have been waived and absolutely barred and the HITES shall be discharged and released of all liabilities under the contract in respect of these claims.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) / The Jammu and Kashmir Arbitration and Conciliation Act, 1997 (35 of 1997) (as the case may be) or any statutory modifications or re-enactment thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceeding under this clause.

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and in all cases where the total amount of the claims by any party exceeds Rs. 1,00,000/-, the arbitrator shall give reasons for the award.

It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

CLAUSE 26 CONTRACTOR TO INDEMNIFY GOVT. AGAINST PATENT RIGHTS

The contractor shall fully indemnify and keep indemnified the HITES against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay any royalties which may be payable in respect of any article or part thereof included in the contract. In the event of any claims made under or action brought against HITES in respect of any such matters as aforesaid, the contractor shall be immediately notified thereof and the contractor shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise therefrom, provided that the contractor shall not be liable to indemnify the HITES if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Engineer-in-Charge in this behalf.

CLAUSE 27 LUMPSUM PROVISIONS IN TENDER

When the estimate on which a tender is made includes lump sum in respect of parts of the work, the contractor shall be entitled to payment in respect of the items of work involved or the part of the work in question at the same rates as are payable under this contract for such items, or if the part of the work in question is not, in the opinion of the Engineer-in-Charge payable of measurement, the Engineer-in-Charge may at his discretion pay the lump-sum amount entered in the estimate, and the certificate in writing of the Engineer-in-Charge shall be final and conclusive against the contractor with regard to any sum or sums payable to him under the provisions of the clause.

CLAUSE 37 LEVY/TAXES PAYABLE BY CONTRACTOR

(i) Sales Tax/VAT (except Service Tax), Building and other Construction Workers Welfare Cess or any other tax or Cess in respect of this contract shall be payable by the contractor and Government / HITES shall not entertain any claim whatsoever in this respect. However, in respect of service tax, same shall be paid by the contractor to the concerned department on demand and it will be reimbursed to him by the Engineer-in-Charge after satisfying that it has been actually and genuinely paid by the contractor.

**CLAUSE 38 CONDITIONS FOR REIMBURSEMENT OF LEVY/TAXES
IF LEVIED AFTER RECEIPT OF TENDERS**

- (i) All tendered rates shall be inclusive of all taxes and levies (except Service Tax) payable under respective statutes. However, if any further tax or levy or cess is imposed by Statute, after the last stipulated date for the receipt of tender including extensions if any and the contractor thereupon necessarily and properly pays such taxes/levies/cess, the contractor shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the Engineer- in- charge (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor.
- (ii) The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of the Government / HITES and/or the Engineer-in-Charge and shall also furnish such other information/document as the Engineer-in-Charge may require from time to time.
- (iii) The contractor shall, within a period of 30 days of the imposition of any such further tax or levy or cess, give a written notice thereof to the Engineer-in-charge that the same is given pursuant to this condition, together with all necessary information relating thereto.

**CLAUSE 39 TERMINATION OF CONTRACT ON DEATH OF
CONTRACTOR**

Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the authority indicated in schedule “F” on behalf of the HITES shall have the option of terminating the contract without compensation to the contractor.

SECTION-3

SAFETY CODE

1. Suitable scaffolds should be provided for workmen for all works that cannot safely be done from the ground, or from solid construction except such short period work as can be done safely from ladders. When a ladder is used an extra Mazdoor shall be engaged for holding the ladder and if the ladder is used for carrying materials as well suitable footholds and hand-hold shall be provided on the ladder and the ladder shall be given an inclination not steeper than 1/4 to 1 (1/4 horizontal and 1 vertical).
2. Scaffolding of staging more than 3.6 m (12 ft.) above the ground or floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly attached or bolted, braced and otherwise secured at least 90 cm (3 ft.) high above the floor or platform of such scaffolding or staging and extending along the entire length of the outside and ends thereof with only such opening as may be necessary for the delivery of materials. Such scaffolding or staging shall be so fastened as to prevent it from swaying from the building or structure.

3. Working Platforms, gangways and stairways should be so constructed that they should not sag unduly or unequally, and if the height of the platform or the gangway or the stairway is more than 3.6 m (12 ft.) above ground level or floor level, they should be closely boarded, should have adequate width and should be suitably fastened as described in (2) above.
4. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of person or materials by providing suitable fencing or railing whose minimum height shall be 90 cm (3 ft.).
5. Safe means of access shall be provided to all working platforms and other working places. Every ladder shall be securely fixed. No portable single ladder shall be over 9 m (30 ft) in length while the width between side rails in rung ladder shall in no case be less than 29 cm. (11 ½”) for ladder upto and including 3 metre (10 ft.) in length. For longer ladders this width should be increased at least ¼” for each additional 30 cm.(1 foot) of length. Uniform step spacing of not more than 30 cm shall be kept. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites or work shall be so stacked or placed as to cause danger or inconvenience to any person or the public. The contractor shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defence of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to neglect of the above precautions and to pay any damages and cost which may be awarded in any such suit, action or proceedings to any such person or which may, with the consent of the contractor, be paid to compensate any claim by any such person.
6. (a) Excavation and trenching- All trenches 1.2 m (4 ft,) or more in depth, shall at all times be supplied with at least one ladder for each 30 metre (100 ft) in length or fraction thereof. Ladder shall extend from bottom of the trench to at least 90 cm. (3 ft) above the surface of the ground. The sides of the trenches, which are 1.5 m (5 ft) or more in depth shall be stepped back to give suitable slope or securely held by timber bracing, so as to avoid the danger of sides collapsing. The excavated material shall not be placed within 1.5 m (5 ft) of the edges of the trench or half of the depth of the trench whichever is more. Cutting shall be done from top to bottom. Under no circumstances undermining or undercutting shall be done.
6. (b) Safety Measures for digging bore holes:-
 - (i) If the bore well is successful, it should be safely capped to avoid caving and collapse of the bore well. The failed and the abandoned ones should be completely refilled to avoid caving and collapse;
 - (ii) During drilling, Sign boards should be erected near the site with the address of the drilling contractor and the Engineer in-charge of the work;
 - (iii) Suitable-fencing should be erected around the well during the drilling and after the installation of the rig on the point of drilling, flags shall be put 50m around the point of drilling to avoid entry of people;

- (iv) After drilling the bore well, a cement platform (0.50m x 0.50m to 1.20m) 0.60m above ground level and 0.60m below ground level should be constructed around the well casing;
 - (v) After the completion of the borewell, the contractor should cap the bore well properly by welding steel plate, cover the bore well with the drilled wet soil and fix thorny shrubs over the soil. This should be done even while repairing the pump;
 - (vi) After the borewell is drilled the entire site should be brought to the ground level.
7. Demolition. - Before any demolition work is commenced and also during the progress of the work,
- i) All roads and open areas adjacent to the work site shall either be closed or suitably protected.
 - ii) No electric cable or apparatus which is liable to be a source of danger or a cable or apparatus used by the operator shall remain electrically charged.
 - iii) All practical steps shall be taken to prevent danger to persons employed from risk of fire or explosion or flooding. No floor, roof or other part of the building shall be so overloaded with debris or materials as to render it unsafe.
8. All necessary personal safety equipment as considered adequate by the Engineer-in- Charge should be kept available for the use of the person employed on the site and maintained in a condition suitable for immediate use, and the contractor should take adequate steps to ensure proper use of equipment by those concerned. The following safety equipment shall invariably be provided.
- i) Workers employed on mixing asphaltic materials, cement and lime mortars shall be provided with protective footwear and protective goggles.
 - ii) Those engaged in whitewashing and mixing or stacking of cement bags or any material, which is injurious to the eyes, shall be provided with protective goggles.
 - iii) Those engaged in welding works shall be provided with welder's protective eye shields.
 - iv) Stonebreakers shall be provided with protective goggles and protective clothing and seated at sufficiently safe intervals.
 - v) When workers are employed in sewers and manholes, which are in active use, the contractors shall ensure that the manhole covers are opened and ventilated at least for an hour before the workers are allowed to get into manholes and the manholes so opened shall be cordoned off with suitable railing and provided with warning signals or boards to prevent accident to the public. In addition , the contractor shall ensure that the following safety measures are adhered to:-
 - a) Entry for workers into the line shall not be allowed except under supervision of the Engineer in Charge or any other higher officer.
 - b) At least 5 to 6 manholes upstream and downstream should be kept open for at least 2 to 3 hours before any man is allowed to enter into the manhole for working inside.

- c) Before entry presence of toxic gases should be tested by inserting wet lead acetate paper, which changes colour in the presence of such gases and gives indication of their presence.
- d) Presence of oxygen should be verified by lowering a detector lamp into the manhole. In case, no oxygen is found inside the sewer line, worker should be send only with oxygen kit.
- e) Safety belt with rope should be provided to the workers. While working inside the manhole such rope should be handled by two men standing outside to enable him to be pulled out during emergency.
- f) The area should be barricaded or cordoned off by suitable means to avoid mishaps of any kind. Proper warning signs should be displayed for the safeties of the public whenever for the cleaning works are undertaken during night or day.
- g) No smoking or open flames shall be allowed near the blocked manhole being cleaned.
- h) The malba obtained on account of cleaning of blocked manholes and sewer lines should be immediately removed to avoid accidents on account of slippery nature of the malba.
- i) Workers should not be allowed to work inside the manhole continuously. He should be given rest intermittently. The Engineer-in-Charge may decide the time upto which worker may be allowed to work continuously inside the manhole.
- j) Gas masks with Oxygen cylinder should be kept at site for use in emergency.
- k) Air blowers should be used for flow of fresh air through the manholes. Whenever called for, portable air blowers are recommended for ventilating the manholes. The motors for these, shall be vapour proof and of totally enclosed type. Non- sparking gas engines also could be used but they should be placed at least 2 metres away from the opening and on the leeward side, protected from wind so that they will not be the source of friction on any inflammable gas that might be present.
- l) The workers engaged for cleaning the manholes/sewers should be properly trained before allowing working in the manhole.
- m) The worker shall be provided with Gumboots or non-sparking shoes bump helmets and gloves non-sparking tools and safety lights and gas masks and portable air-blowers (when necessary). They must be supplied with barrier cream for anointing the limits before working inside the sewer lines.
- n) Workmen descending a manhole shall try each ladder stop or rung carefully before putting his full weight on it to guard against insecure fastening due to corrosion of the rung fixed to manhole well.
- o) If a man has received a physical injury, he should be brought out of the sewer immediately and adequate medical aid should be provided to him.

- p) The extents to which these precautions are to be taken depend on individual situation but the decision of the Engineer-in-Charge regarding the steps to be taken in this regard in an individual case will be final.
 - vi) The contractor shall not employ men and women below the age of 18 years on the work of painting with products containing lead in any form. Whenever men above the age of 18 years are employed on the work of lead painting, the following precautions should be taken: -
 - a) No paint containing lead or lead products shall be used except in the form of paste or readymade paint. Suitable face masks should be supplied for use by the workers when paint is applied in the form of spray or a surface having lead paint is dry rubbed and scrapped.
 - b) Overalls shall be supplied by the contractors to the workmen and adequate facilities shall be provided to enable the working painters to wash during and on the cessation of work.
9. As per additional clause (viii)(i) of Safety Code(iv), the Contractor shall not employ women and men below the age of 18 years on the work of painting with product containing lead in any form. Whenever men above the age of 18 are employed on the work of lead painting, the following principles must be observed for such use:
- i) White lead, sulphate of lead or product containing these pigments, shall not be used in painting operation except in the form of pastes or paint ready for use.
 - ii) Measures shall be taken, wherever required in order to prevent danger arising from the application of paint in the form of spray.
 - iii) Measures shall be taken, wherever practicable to prevent danger arising out of from dust caused by dry rubbing down and scrapping.
 - iv) Adequate facilities shall be provided to enable working painters to wash during and on cessation of work
 - v) Overall shall be worn by working painters during the whole of working period.
 - vi) Suitable arrangement shall be made to prevent clothing put off during working hours being spoiled by painting materials.
 - vii) Cases of lead poisoning and suspected lead poisoning shall be notified and shall be subsequently verified by medical man appointed by the competent authority of Department.
 - viii) Department may require, when necessary, medical examination of workers.
 - ix) Instructions with regard to special hygienic precautions, to be taken in the painting trade, shall be distributed to working painters.
10. When the work is done near any place where there is risk of drowning, all necessary equipment should be provided & kept ready for use and all necessary steps taken for prompt rescue of any person in danger and adequate provision, should be made for prompt first aid treatment of all

injuries likely to be obtained during the course of the work.

11. Use of hoisting machines and tackle including their attachments, anchorage and supports shall conform to the following standards or conditions: -
 - (i) (a) These shall be of good mechanical construction, sound materials and adequate strength and free from patent defects and shall be kept repaired and in good working order.
 - (ii) (b) Every rope used in hoisting or lowering materials or as means of suspension shall be of durable quality and adequate strength, and free from patent defects.
 - (iii) Every crane driver or hoisting appliance operator shall be properly qualified and no person under the age of 21 years should be in charge of any hoisting machine including any scaffolding winch or give signals to operator.
 - (iv) In case of every hoisting machine and of every chain ring hook, shackle swivel and pulley blocks used in hoisting or as means of suspension the safe working load shall be ascertained by adequate means. Every hoisting machine and all gear referred to above shall be plainly marked with the safe working load. In case of hoisting machine having a variable safe working load each safe working load and the condition under which it is applicable shall be clearly indicated. No part of any machine or any gear, referred to above in this paragraph shall be loaded beyond the safe working load except for the purpose of testing.
 - (v) In case of departmental machines, the safe working load shall be notified by the Electrical Engineer-in-Charge. As regard contractor's machines the contractors shall notify the safe working load of the machines to the Engineer-in-Charge whenever he brings any machinery to the site of work and get it verified by the Electrical Engineer concerned.
12. Motors, gearing, transmission, electric wiring and other dangerous parts of hoisting appliances should be provided with efficient safeguards. Hoisting appliances should be provided with such means as will reduce to the minimum the risk of accidental descent of the load. Adequate precautions should be taken to reduce to the minimum the risk of any part of a suspended load becoming accidentally displaced. When workers are employed on electrical installations, which are already energized, insulating mats, wearing apparel, such as gloves, sleeves and boots, as may be necessary, should be provided. The worker should not wear any rings, watches and carry keys or other materials, which are good conductors of electricity.
13. All scaffolds ladders and other safety devices mentioned or described herein shall be maintained in safe condition and no scaffold, ladder or equipment shall be altered or removed while it is in use. Adequate washing facilities should be provided at or near places of work.

14. These safety provisions should be brought to the notice of all concerned by display on a notice board at a prominent place at work spot. The person responsible for compliance of the safety code shall be named therein by the contractor.
15. To ensure effective enforcement of the rules and regulations relating to safety precautions the arrangements made by the contractor shall be open to inspection by Labour Officer or the Engineer-in-Charge or their representatives.
16. Notwithstanding the above clauses from (1) to (15) there is nothing in these to exempt the contractor from the operations of any other Act or Rule in force in the Republic of India.

INTEGRITY PACT

To,

.....
.....
.....

Sub: Tender No. HITES/FMD/MP/2020-21/01 for the work of Providing Facility Management Services at seven medical colleges at MP, INDIA.

Dear Sir,

It is here by declared that the CLIENT/HITES are committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the CLIENT/HITES.

Yours faithfully

Deputy Vice President (FMD)

INTEGRITY PACT

To,

.....

(Designated authority of CLIENT/HITES)

Sub: Submission of Tender for the work of Providing Facility Management Services at seven medical colleges at MP, INDIA. (Tender No. HITES/FMD/MP/2020-21/01)

Dear Sir,

I/We acknowledge that the CLIENT/HITES is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that the making of the bid shall be regarded as an unconditional and absolute acceptance of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by the CLIENT/HITES. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Clause 12 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, the CLIENT/HITES shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid in accordance with terms and conditions of the tender/bid.

Yours faithfully

(Duly authorized signatory of the Bidder)

PRE-CONTRACT INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on _____ day of the month of _____

Between

HLL Infra Tech Services Ltd. [HITES], a wholly owned subsidiary company of M/s. HLL Lifecare Ltd. a Government of India Enterprise with registered office at HLL Bhavan, Poojappura, Thiruvananthapuram 695 012, Kerala, India. (Hereinafter called “HITES”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Party.

And

M/s _____ with office atrepresented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER/Seller”/Contractor which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Preamble

[Both HITES and BIDDER referred above are jointly referred to as the Parties]

HITES intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order /Purchase Order No. HITES desires full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

1. Enable HITES to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
2. Enable the BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and HITES will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of HITES

- 1.1 HITES undertakes that HITES and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 HITES will, during the tender process / pre-contract stage, treat all BIDDERS with equity and reason, and will provide to all BIDDERS the same information and will

not provide any such information or additional information, which is confidential in any manner, to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS in relation to tendering process or during the contract execution.

- 1.3 All the officials of HITES regarding this Integrity Pact will report to IEM, any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach shall not be permitted.
- 1.4 HITES will exclude from the process all known prejudiced persons and persons who would be known to have a connection or nexus with the prospective bidder.
- 1.5 If the BIDDER reports to HITES with full and verifiable facts any misconduct on the part of HITES's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is prima facie found to be correct by HITES, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by HITES. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by HITES the proceedings under the contract would not be stalled.

Clause 2. Commitments of BIDDERS/ CONTRACTORS

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
 - 2.1 The BIDDER will not offer, directly or indirectly (i.e. employees, agents, consultants, advisors, etc.) any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HITES, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
 - 2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HITES or otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with HITES for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with HITES.
 - 2.3 The BIDDER will not engage in collusion, price fixing, cartelization, etc. with other counterparty(s).
 - 2.4 The Bidder (s) will not pass to any third party any confidential information entrusted to it, unless duly authorized by HITES.
 - 2.5 The Bidder (s) will promote and observe ethical practices within its Organization and its affiliates.
 - 2.6 BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
 - 2.7 The Bidder (s) will not make any false or misleading allegations against HITES or its Associates.

- 2.8 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 2.9 The BIDDER further confirms and declares to HITES that the BIDDER is the original manufacture/integrator/authorized government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to HITES or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.10 The BIDDER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of HITES or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.11 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.12 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.13 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of HITES, or alternatively, if any relative of an officer of HITES has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.
- The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act 2013
- 2.14 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of HITES.
- 2.15 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract, and will not enter into any undisclosed agreement or understanding with other Bidders, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 2.16 The BIDDER will not commit any offence under the relevant Indian Penal Code, 1860 or Prevention of Corruption Act, 1988; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the HITES as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.17 The BIDDER will not instigate third persons to commit offences outlined above or be an accessory to such offences.

- 2.18 The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s) /Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Principal(s), if any.
- 2.19 The Bidder(s) shall not approach the courts while representing the matters to IEM and the Bidder(s) will await their decision in the matter.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

- 3.1 The BIDDER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process
- 3.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

If BIDDER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, HITES is entitled to disqualify the BIDDER from the tender process.

Clause.4. Equal treatment of all Bidders/ Contractors / Subcontractors

- 4.1 The Bidder(s)/ Contractor(s) undertake(s) to demand from his Subcontractors a commitment in conformity with this integrity Pact.
- 4.2 HITES will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- 4.3 HITES will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Clause.5. Consequences of Violation / Breach

- 5.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle HITES to take all or any one of the following action, wherever required:-
- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - ii. If BIDDER commits violation of Integrity Pact Policy during bidding process, he shall be liable to compensate HITES by way of liquidated damages amounting to a sum equivalent to 5% to the value of the offer or the amount equivalent to Earnest Money Deposit/Bid Security, whichever is higher.
 - iii. In case of violation of the Integrity Pact after award of the contract, HITES will be entitled to terminate the contract. HITES shall also be entitled to recover

from the contractor liquidated damages equivalent to 10% of the contract value or the amount equivalent to security deposit/ performance guarantee, whichever is higher.

- iv. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- v. To recover all sums already paid by HITES, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from HITES in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid amount.
- vi. To encash the advance bank guarantee and performance guarantee /warranty bond, if furnished by the BIDDER, in order to recover the payments already made by HITES, along with interest.
- vii. To cancel all or any other contract with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to HITES resulting from such cancellation/recession and HITES shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- viii. To debar the BIDDER from participating in future bidding processes of HITES for a minimum period of five (5) years, which may be further extended at the discretion of HITES or until Independent External Monitors is satisfied that the Bidder (s) will not commit any future violation.
- ix. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- x. In cases where irrevocable Letters of credit have been received in respect of any contract signed by HITES with the BIDDER, the same shall not be opened.
- xi. Forfeiture of performance guarantee in case of a decision by HITES to forfeit the same without assigning any reason for imposing sanction for violation of the pact.

5.2 HITES will be entitled to all or any of the actions mentioned in para 5.1(i) to (x) of this pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of HITES to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Clause.6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product /systems or subsystems OR providing similar services at a price / charge lower than that offered in the present bid in respect of any other Ministry /Department of the Government of India or PSU and if it is found any stage that similar product/systems or sub systems was supplied by the BIDDER to any to the Ministry/Department of the

Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to HITES, if the contract has already been concluded.

Clause.7. Independent External Monitor(s)

- 7.1 HITES has appointed Sh. A.K. Arora, EX-DG, Indian Defense Service of Engineers as Independent External Monitor(s) (hereinafter referred to as IEM(s)) for this Pact in consultation with the Central Vigilance Commission. A contact detail of IEM is as below:

Sh. A.K. Arora, Independent External Monitor (IEM)

Office: HLL Infra Tech Services Ltd
B-14-A, sector 62, Noida 201307, U.P
Tel: 0120 4071500

Residence: B-333, Chittaranjan Park
New Delhi – 110019, Tel: 011 26273406

Mobile: +91 8130588577
Email: iem@hllhites.com

- 7.2 The responsibility of the IEM(s) shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The IEM(s) shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the IEM(s) have the right to access all the documents relating to the project/ procurement, including minutes of meetings.
- 7.5 As soon as the IEM(s) notices, or has reason to believe, a violation of this pact, he will so inform the CEO/CMD.
- 7.6 The BIDDER(S) accepts that the IEM(s) have the right to access without restriction to all project documentation of HITES including that provided by the BIDDER. The BIDDER will also grant the IEM(s), upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors engaged by the BIDDER. The IEM(s) shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.
- 7.7 HITES will provide to the IEM(s) sufficient information about all meetings among the parties related to the Project provided such meeting could have an impact on the contractual relation between the parties. The parties will offer to the IEM(s) option to participate in such meetings.
- 7.8 The IEM(s) will submit a written report to the CEO/CMD of HITES within 8 to 10 weeks from the date of reference or intimation to him by HITES/BIDDER.

Clause.8.Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If HITES obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if HITES has substantive suspicion in this regard, HITES will inform the same to the Chief Vigilance Officer, HLL

Clause.9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, HITES or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.10. Law and Place of Jurisdiction

Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Delhi/ NCR Jurisdiction.

Clause.11. Other legal Actions

The actions stipulated in the Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.12. Validity and Duration of the Agreement

This Pact begins when both parties have legally signed it. It expires for the Contractor/Successful bidder 12 months after the last payment under the contract or the complete execution of the contract to the satisfaction of the both HITES and the BIDDER /Seller, including warranty/ Defect Liability Period, whichever is later, and for all other Bidders /unsuccessful bidders 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman and Managing Director/ CEO of HITES.

Clause.13. other provisions

- 13.1 Changes and supplements as well as termination notices need to be made in writing. Both the Parties declare that no side agreements have been made to this Integrity Pact.
- 13.2 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 13.3 Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions

IN WITNESS THEREOF the parties have signed and executed this pact at the place and date first above mentioned in the presents of following witnesses:

HLL Infra Tech Services Ltd.

Bidder

 Witness
 1.....
 2.....

 Witness
 1.....
 2.....

SECTION -IV
PART II – FINANCIAL BID

FORM F

1. FINACIAL BID SUMMARY OF CLUSTER-1

Sl. No.	Description	Annual amount per annum excluding GST in (Rs.)
A.	Annual cost for Providing Facility Management Services at Government Medical College and allied Hospitals at Khandwa, Madhya Pradesh.	
B.	Providing Facility Management Services at Chhindwara Institute of Medical Sciences and allied Hospitals at Chhindwara, Madhya Pradesh.	
	Total Annual Cost for proving FM Services at Cluster-1 (A+B)	
	Rupees (.....Only)	

NOTE: The Bidder, at the Bidder’s own responsibility and risk, is encouraged to visit the Site of Works and obtain all information necessary for preparing the Bid. The Bidder shall quote his price which shall exclude GST. In case of discrepancy in the rates quoted in words and figures, the rates in words will be considered for evaluation.

1.1. PRICE SCHEDULE FOR PROVIDING FM SERVICES AT GMC KHANDWA.

Sr. No.	Post Description	Category	Qty. in nos.	Rate per month in Rs.	Amount per month in Rs.
1	Stenographer	High Skilled	1		
2	Steno typing	High Skilled	1		
3	Accounting	Skilled	1		
4	Cashier	Skilled	1		
5	UDC-2	High Skilled	3		
6	LDC-3	Skilled	2		
7	Storekeeping /computer operator	Skilled	3		
8	Data Entry Operator	Skilled	9		
9	Peon	Unskilled	2		
10	Technician	Skilled	3		
11	Lab Attendant	Semi-Skilled	3		
12	D Section hall attender	Semi-Skilled	4		
13	Librarian	High Skilled	1		
14	Security Supervisor	-	6		
15	Security Guard	-	94		
16	Computer Operator	Skilled	5		
17	Building care taker (Guest House)	Skilled	2		
18	STP Operator	Skilled	7		
19	Electrician /Wireman/Substation in charge	High Skilled	5		
20	Carpenter	Skilled	1		
21	Pump Operator	Skilled	1		
22	Plumber	Skilled	1		
23	Housekeeping Executive	High Skilled	1		
24	Housekeeping Staff	Unskilled	99		
25	Technical Electrician	High Skilled	2		
26	Lift Operator	Semi-Skilled	2		
27	Asst. Liberian	Skilled	3		
28	Head Mali	Skilled	2		
29	Mali	Unskilled	3		
30	Security Guard- With Arm	-	2		
31	Electrician	Skilled	3		

32	Lift Operator	Skilled	1		
33	Housekeeping Supervisor	-	7		
34	Ward Boys/Trolley Boys (Unskilled)	Unskilled	30		
32	Housekeeping Machines on monthly rental basis (list attached as Annexure-1)	Per Month	L.S		
30	Housekeeping Consumables and Tools (list attached as Annexure-2)	Per Month	L.S		
28	Housekeeping Chemicals (list attached as Annexure-3)	Per Month	L.S		
26	Security Gadgets and Devices on Monthly Rental Basis (list attached as Annexure-4)	Per Month	L.S		
	Total cost per month excluding GST				
	Total cost per annum excluding GST				

Annexure-1

Price schedule for machines on Monthly Rental basis

SL No	Service Description	Brand/ Make	Qty. in nos.	Rent Per Month / Unit	Total Rent Per Month
1	Auto Scrubber	Roots/ Taski/ Eureka	2		
2	Single Disc Scrubber	Roots/ Taski/ Eureka	4		
3	Vacuum Cleaner-wet and dry	Roots/ Taski/ Eureka	3		
4	Manual Flipper	Roots/ Taski/ Eureka	1		
5	High Pressure Jet	Roots/ Taski/ Eureka	2		
6	Steam Water Jet pressure	Roots/ Taski or equivalent	1		
7	Waste Shifting Trolley (Covered)		4		
8	Cable Extension		7		
9	Wringer Trolley		10		
10	Telescopic Pole 9 Mtrs	Roots/ Taski	1		
11	Telescopic Pole 15Mtrs	Roots/ Taski	2		
12	Caddy Basket	Roots/ Taski	16		
13	Signage	Roots/ Taski	20		
	Total Rent per Month				

Annexure-2

Price schedule for Housekeeping Tools & Consumables

SL No	Item Description	Unit	Qty.	Rate per unit/month	Amount per month
	Wet Mop Set				
1	TASKI Handle Alu 1pcs - BLUE	Nos.	10		
2	TASKI Kentucky Mop Clamp-BLUE	Nos.	8		
3	TASKI Fringe Mop 450g Loop End 1pc	Nos.	15		
	Dry Mop Set				
4	TASKI Handle Alu 1pcs - BLUE	Nos.	10		
5	TASKI DRY MOP FRAME SS	Nos.	8		
6	TASKI DRY MOP BLUE REFILL	Nos.	15		
7	Soft Broom	Nos.	10		
8	Compound Broom with Rod (outdoor)	Nos.	5		
	Jobby Dustpan				
9	Taski Broom with handle for du	Nos.	3		
	Floor Squeegee				
10	Taski Floor Squeegee - 75 cm	Nos.	2		
11	TASKI Handle Alu 1pcs - BLUE	Nos.	2		
	Window Cleaning				
12	Taski window washer 35 cm	Nos.	3		
13	Taski window squeegee 35 cm	Nos.	3		
14	Taski Cobweb Brush	Nos.	3		
15	Dusting cloth(Check cloth)	Nos.	15		
	Toilet Cleaning				
16	Toilet Brush double hockey	Nos.	10		
17	Garbage Bags	KGs.	200		
18	Surgical Gloves	Pair	1000		
19	Dust Mask	Nos	500		
	Total Cost Per Month				

Annexure-3

Price schedule for Housekeeping Chemicals

SL No	Item Description	Unit	Qty.	Rate / Unit	Amount
1	Detergent Powder Nirma or Equivalent- 1 KG Packet	KG	5		
2	Mansion Polish	KG	1		
3	TASKI R1 (Sanitizer)	Ltr.	10		
4	TASKI R2 (Multipurpose cleaner)	Ltr.	100		
5	TASKI R3(Glass cleaner)	Ltr.	10		
6	TASKI R4 (Furniture polishing)	Ltr.	3		
7	TASKI R5 (Room Freshener)	Ltr.	30		
8	TASKI R6 (WC Cleaner)	Ltr.	70		
9	TASKI TR101 (For Chair shampooer)	Ltr.	5		
10	TASKI Virex -Disinfectant for OT	Ltr.	5		
11	Bleaching Powder (18 Nos Pkt)	KG	50		
12	Phenyl- Concentrated	Ltr.	100		
13	Naphelin balls loose per KG	KG	5		
14	Urinal Cubes per Packet Pkt	PKT	15		
	Total Cost Per Month				

Price schedule for security Gadgets/Device on Monthly Basis

SL No	Name of the Gadgets/Devices/ Arms/Equipment	Unit	Qty.	Rent/ Month	Amount
1	Mega Phone	Nos.	2		
2	Hand-Held Metal Detector	Nos.	2		
3	Batons with light traffic batons	Nos.	5		
4	Reflector Jacket	Nos.	5		
5	Long Range Torches	Nos.	5		
6	Walky talky	Nos.	5		
7	Tech. Tools	Pack	1		
	Total Cost Per Month				

Annexure-5

Breakup of Salary

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-With Arm	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	9132	8275
HRA			798	1498	10340	11840	1498	1596	356
Gross Salary		8275	9930	12008	22150	23650	12008	10728	8631
EPF (Employer) on Basic	13.00%								
ESI (Employer) on Gross	3.25%								
Bonus on Basic	8.33%								
Leave wages on Gross	5.77%								
Holiday Wages on Gross	1.90%								
Uniform Cost	Rs.200								
Total Manpower Cost									
Service Charge									
Rate per month									

Note:

1. The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
2. **The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
3. The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
4. Form F of GMC Khandwa includes Price schedule and Annexure 1 to 5.

**1.2. PRICE SCHEDULE FOR PROVIDING FM SERVICES AT CIMS
CHHINDWARA.**

Sr. No.	Post Description	Category	Nos.	Rate per month in Rs.	Amount per month in Rs.
1	Steno typing	High Skilled	1		
2	Accounting	Skilled	1		
3	LDC-3	Skilled	2		
4	Storekeeping cum computer operator	Skilled	2		
5	Data Entry Operator	Skilled	2		
6	Peon	Unskilled	2		
7	Sweeper	Un skilled	4		
8	Security Guard without Arm		28		
9	Librarian	High Skilled	1		
10	Deputy Librarian	High Skilled	1		
11	Asst. Librarian	High Skilled	2		
12	Cataloguer	High Skilled	1		
13	HK Staff	Unskilled	24		
15	Plumber	Skilled	1		
16	Liftman	Semi-Skilled	6		
17	Gardner	Semi-Skilled	2		
18	Ward boy	Unskilled	20		
19	Aaya bai	Unskilled	10		
20	Kitchen Servant	Skilled	4		
21	Stretcher bearer	Unskilled	4		
	Total cost per month excluding GST		118		
	Total cost per annum excluding GST				

Annexure-1

Breakup of Salary

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-With Arm	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	9132	8275
HRA			798	1498	10340	11840	1498	1596	356
Gross Salary		8275	9930	12008	22150	23650	12008	10728	8631
EPF (Employer) on Basic	13.00%								
ESI (Employer) on Gross	3.25%								
Bonus on Basic	8.33%								
Leave wages on Gross	5.77%								
Holiday Wages on Gross	1.90%								
Uniform Cost	Rs.200								
Total Manpower Cost									
Service Charge									
Rate per month									

Note:

1. The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
2. **The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
3. The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
4. Form F of CIMS Chhindwara includes Price schedule and Annexure 1.

2. FINACIAL BID SUMMARY OF CLUSTER-2

Sl. No.	Description	Annual amount per annum excluding GST in (Rs.)
A.	Annual cost for Providing Facility Management Services at Government Medical College and allied Hospitals at Shahdol , Madhya Pradesh.	
B.	Providing Facility Management Services at Government Medical College and allied Hospitals at Datia , Madhya Pradesh.	
	Total Annual Cost for proving FM Services at Cluster-2 (A+B)	
	Rupees (.....)Only	

NOTE: The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit the Site of Works and obtain all information necessary for preparing the Bid. The Bidder shall quote his price which shall exclude GST. In case of discrepancy in the rates quoted in words and figures, the rates in words will be considered for evaluation.

2.1 PRICE SCHEDULE FOR PROVIDING FM SERVICES AT GMC SHAHDOL.

Sr. No.	Post Description	Category	Nos.	Rate per month in Rs.	Amount per month in Rs.
1	Stenographer	Skilled	1		
2	Steno typing	Skilled	1		
3	Accountant	Skilled	1		
4	Cashier	Skilled	1		
5	UDC-2	High Skilled	3		
6	LDC-3	Skilled	2		
7	Storekeeping cum computer operator	Skilled	3		
8	Data Entry Operator	Skilled	3		
9	Peon	Unskilled	3		
10	HK staff	Unskilled	65		
11	Executive	Hi Skilled	1		
12	Security Supervisor		1		
13	Security Staff		65		
14	Technician	Skilled	10		
15	Dissection hall attendant	Semi-Skilled	4		
16	Stenographer	High Skilled	1		
17	Storekeeping cum Clerk	Skilled	1		
18	Storekeeper	Skilled	1		
19	Librarian	High Skilled-II	1		
20	Dy. Librarian	High Skilled	1		
21	Asst. Librarian	Skilled	4		
22	Cataloguer	Skilled	1		
23	Monthly cost for housekeeping chemicals, consumables	L.S			
24	Monthly rental cost of housekeeping machinery as per Annexure 1	L.S			
	Total cost per month excluding GST				
	Total cost per annum excluding GST				

Annexure-1

Price schedule for machines on Monthly Rental basis

SL No	Service Description	Brand/ Make	Qty. in nos.	Rent Per Month / Unit	Total Rent Per Month
1	Auto Scrubber	Roots/ Taski/ Eureka	0		
2	Single Disc Scrubber	Roots/ Taski/ Eureka	2		
3	Vacuum Cleaner-wet and dry	Roots/ Taski/ Eureka	2		
4	Manual Flipper	Roots/ Taski/ Eureka	0		
5	High Pressure Jet	Roots/ Taski/ Eureka	1		
6	Steam Water Jet pressure	Roots/ Taski or equivalent	0		
7	Waste Shifting Trolley (Covered)		2		
8	Cable Extension		2		
9	Wringer Trolley		4		
10	Telescopic Pole 9 Mtrs	Roots/ Taski	0		
11	Telescopic Pole 15Mtrs	Roots/ Taski	1		
12	Caddy Basket	Roots/ Taski	6		
13	Signage	Roots/ Taski	8		
	Total Rent per Month				

Annexure-2

Price schedule for Housekeeping Tools & Consumables

SL No	Item Description	Unit	Qty.	Rate per unit/month	Amount per month
	Wet Mop Set				
1	TASKI Handle Alu 1pcs - BLUE	Nos.	10		
2	TASKI Kentucky Mop Clamp-BLUE	Nos.	8		
3	TASKI Fringe Mop 450g Loop End 1pc	Nos.	15		
	Dry Mop Set				
4	TASKI Handle Alu 1pcs - BLUE	Nos.	10		
5	TASKI DRY MOP FRAME SS	Nos.	8		
6	TASKI DRY MOP BLUE REFILL	Nos.	15		
7	Soft Broom	Nos.	10		
8	Compound Broom with Rod (outdoor)	Nos.	5		
	Jobby Dustpan				
9	Taski Broom with handle for du	Nos.	3		
	Floor Squeegee				
10	Taski Floor Squeegee - 75 cm	Nos.	2		
11	TASKI Handle Alu 1pcs - BLUE	Nos.	2		
	Window Cleaning				
12	Taski window washer 35 cm	Nos.	3		
13	Taski window squeegee 35 cm	Nos.	3		
14	Taski Cobweb Brush	Nos.	3		
15	Dusting cloth(Check cloth)	Nos.	15		
	Toilet Cleaning				
16	Toilet Brush double hockey	Nos.	10		
17	Garbage Bags	KGs.	200		
18	Surgical Gloves	Pair	1000		
19	Dust Mask	Nos	500		
	Total Cost Per Month				

Annexure-3

Breakup of Salary

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-With Arm	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	9132	8275
HRA			798	1498	10340	11840	1498	1596	356
Gross Salary		8275	9930	12008	22150	23650	12008	10728	8631
EPF (Employer) on Basic	13.00%								
ESI (Employer) on Gross	3.25%								
Bonus on Basic	8.33%								
Leave wages on Gross	5.77%								
Holiday Wages on Gross	1.90%								
Uniform Cost	Rs.200								
Total Manpower Cost									
Service Charge									
Rate per month									

Note:

5. The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
6. **The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
7. The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
8. Form F of GMC Shahdol includes Price schedule and Annexure 1 to 3.

2.2 PRICE SCHEDULE FOR PROVIDING FM SERVICES AT GMC DATIA.

Sr. No.	POST DESCRIPTION	CATEGORY	Nos.	RATE PER MONTH IN RS.	AMOUNT PER MONTH IN RS.
1	STENO TYPIST	HIGH SKILLED	1		
2	ACCOUNTANT	SKILLED	1		
3	CASHIER	SKILLED	2		
4	LDC	SKILLED	2		
5	STENOGRAPHER	HIGH SKILLED	0		
6	UDC	HIGH SKILLED	3		
7	STOREKEEPING CUM COMPUTER OPERATOR	SKILLED	3		
8	DATA ENTRY OPERATOR	SKILLED	2		
9	PEON	UNSKILLED	2		
10	HOUSEKEEPING STAFF	UN SKILLED	75		
11	HOUSEKEEPING SUPERVISOR	SKILLED	2		
12	SECURITY GUARD WITHOUT ARM	UNSKILLED	59		
13	SECURITY SUPERVISOR	SKILLED	2		
14	GROUP-D	UNSKILLED	0		
15	LIBRARIAN	HIGH SKILLED	1		
16	DY. LIBRARIAN	SKILLED	0		
17	ASST. LIBRARIAN	SEMI-SKILLED	0		
18	CATALOGER	UNSKILLED	0		
19	DIETICIAN	SKILLED	0		
20	TECHNICIAN	SKILLED	2		
21	TECHNICIAN (RADIOLOGY)	SKILLED	0		
22	TECHNICIAN (AUDIO)	HIGH SKILLED	2		
23	SPEECH THERAPIST	HIGH SKILLED	2		
24	HOUSEKEEPING TOOLS & TACKLES (ANNEXURE-1)	LS	0		
25	HOUSEKEEPING CHEMICALS (ANNEXURE-2)	LS	0		
26	HOUSEKEEPING DURABLES (ANNEXURE-3)	LS	0		
27	HOUSEKEEPING MACHINERY (ANNEXURE-4)	LS	0		
28	SECURITY GADGETS (ANNEXURE-5)	LS	0		
	TOTAL COST PER MONTH EXCLUDING GST				
	ANNUAL WORK VALUE EXCLUDING GST				

NOTE: QUANTITY OF MANPOWER MAINTAINED ABOVE IN THE PRICE SCHEDULE IS AS PER THE INITIAL SERVICE REQUIREMENT AT THE GMC-DATIA. THIS QUANTITY MAY INCREASE BASED ON THE ADDITIONAL SERVICE REQUIREMENT AS PER THE DEVELOPMENT OF NEW BUILDINGS/AREAS/ SERVICES AT GMC-DATIA. THE UNIT RATE WILL BE APPLICABLE AS PER THE COSTING SHEET ATTACHED AT ANNEXURE -1

ANNEXURE-1

DESCRIPTION OF TOOLS & TACKLES REQUIRED PER MONTH FOR HOUSEKEEPING SERVICES

S.N O	ITEM DESCRIPTION	UNI T	QTY	RATE PER UNIT/MON TH	AMOUNT/M ONTH
	WET MOP SET				
1	TASKI HANDLE ALU 1PCS	Nos	20		
2	TASKI KENTUCKY MOP CLAMP	Nos	20		
3	TASKI FRINGE MOP 450G LOOP END 1PC	Nos	40		
	DRY MOP SET				
4	TASKI HANDLE ALU 1PCS	Nos	25		
5	TASKI DRY MOP FRAME SS	Nos	25		
6	TASKI DRY MOP REFILL	Nos	50		
7	SOFT BROOM	Nos	75		
8	COMPOUND BROOM WITH ROD (OUTDOOR)	Nos	100		
9	TASKI BROOM WITH HANDLE FOR DUST (JOBBY DUSTPAN)	Nos	15		
	FLOOR SQUEEGEE				
10	TASKI FLOOR SQUEEGEE 75CM	Nos	15		
11	TASKI HANDLE ALU 1PCS	Nos	15		
	WINDOW CLEANING				
12	TASKI WINDOW WASHER 35 CM	Nos	15		
13	TASKI WINDOW SQUEEGEE 35 CM	Nos	15		
14	TASKI COBWEB BRUSH	Nos	10		
15	DUSTING CLOTH (CHECK CLOTH)	Nos	200		
16	TOILET BRUSH DOUBLE HOCKEY	Nos	40		
17	GARBAGE BAGS	KG	100		
18	GLOVES	Nos	900		
19	DUST MASK	Nos	900		
20	SMALL SIZE BUCKET	Nos	20		
21	TOILET ROLLS (TISSUE PAPER)	Nos	100		
22	ODONIL CUBES	Nos	100		
	TOTAL COST PER MONTH				

ANNEXURE-2

DESCRIPTION OF CHEMICALS & CONSUMABLES REQUIRED PER MONTH FOR HOUSEKEEPING SERVICES

S.NO	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	DETERGENT POWDER	KG	20		
2	MANSION POLISH	KG	5		
3	TASKI R1 (SANITIZER)	LTR	50		
4	TASKI R2 (MULTIPURPOSE CLEANER)	LTR	200		
5	TASKI R3 (GLASS CLEANER)	LTR	10		
6	TASKI R4 (FURNITURE POLISHING)	LTR	10		
7	TASKI R5 (ROOM FRESHNER)	LTR	50		
8	TASKI R6 (WC CLEANER)	LTR	80		
9	TASKI TR101(FOR CHAIR SHAMPOOER)	LTR	10		
10	BLEACHING POWDER	KG	100		
11	PHENYL CONCENTRATED	LTR	200		
12	NAPTHELIN BALLS LOOSE PER KG	KG	20		
13	HAND WASH	LTR	150		
14	URINAL CUBES PER PKT	PKT	70		
	TOTAL AMOUNT PER MONTH				

ANNEXURE-3

DESCRIPTION OF DURABLES SUPPLY ON ONE TIME

S.N O	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MON TH	AMOUNT/M ONTH
1	OFFICE DUSTBIN	NOS	50		
2	OUTDOOR POLE DUSTBIN WITH SEPARATE ARRANGEMENT OF WET & DRY GARBAGE (COVERED)	NOS	35		
3	1" HEAVY DUTY WATER PIPE	MTR	500		
4	SOAP DISPENSER	NOS	50		
	TOTAL AMOUNT PER MONTH				

ANNEXURE-4

HOUSEKEEPING MACHINERY & GADGETS ON RENT BASIS

S.N O	ITEM DESCRIPTION	MAKE	QTY	RATE PER UNIT/MON TH	AMOUNT/M ONTH
1	AUTO SCRUBBER	ROOTS/TASKI	4		
2	SINGLE DISC SCRUBBER	ROOTS/TASKI	6		
3	VACUUM CLEANER WET & DRY	ROOTS/TASKI	4		
4	MANUAL FLIPPER	ROOTS/TASKI	4		
5	HIGH PRESSER JET	ROOTS/TASKI	2		
6	WASTE SHIFTING TROLLEY		10		
7	CABLE EXTENSION		12		
8	WRINGER TROLLEY		15		
9	TELESCOPIC POLE 9 MTR	ROOTS/TASKI	6		
10	TELESCOPIC POLE 15 MTR	ROOTS/TASKI	4		
11	CADDY BASKET	ROOTS/TASKI	20		
12	SIGNAGE		20		
13	FOUR WHEELER MINI PICKUP CARRIER WITH DRIVER FOR WASTE SHIFTING(COVERED)		1		
	TOTAL RENT PER MONTH				

ANNEXURE-5

SECURITY GADGETS

S.NO	ITEM DESCRIPTION	UNIT	QTY.	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	MEGA PHONE	NOS	4		
2	DOOR FRAME METAL DETECTOR	NOS	1		
3	LONG RANGE TORCHES	NOS	10		
4	REFLECTOR JACKET	NOS	10		
5	WALKKIE TALKIE	NOS	8		
6	4 WHEELER FOR PATROLLING/ QUICK ACTION TEAM	NOS	1		
	TOTAL COST PER MONTH				

Breakup of Salary

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	8275
HRA		41	847	1558	10337	11837	1558	399
Gross Salary		8316	9979	12068	22147	23647	12068	8674
EPF (Employer) on Basic	13.00%							
ESI (Employer) on Gross	3.25%							
Bonus on Basic	8.33%							
Leave wages on Gross	5.77%							
Holiday Wages on Gross	1.90%							
Uniform Cost	Rs.200							
Total Manpower Cost								
Service Charge								
Rate per month								

Note:

9. The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
10. **The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
11. The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
12. Form F of GMC Datia includes Price schedule and Annexure 1to 6.

3. FINACIAL BID SUMMARY OF CLUSTER-3

Sl. No.	Description	Annual amount per annum excluding GST in (Rs.)
A.	Annual Cost for Providing Facility Management Services at Government Medical College and allied Hospitals at Shivpuri, Madhya Pradesh.	
B.	Annual Cost for Providing Facility Management Services at Atal Bihari Vajpayee Government Medical College and allied Hospitals at Vidisha, Madhya Pradesh.	
C.	Annual Cost for Providing Facility Management Services at Government Medical College and allied Hospitals at Ratlam, Madhya Pradesh.	
	Total Annual Cost for proving FM Services at Cluster-3 (A+B+C)	
	Rupees (.....Only)	

NOTE: The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit the Site of Works and obtain all information necessary for preparing the Bid. The Bidder shall quote his price which shall exclude GST. In case of discrepancy in the rates quoted in words and figures, the rates in words will be considered for evaluation.

3.1 PRICE SCHEDULE FOR PROVIDING FM SERVICES AT GMC SHIVPURI.

SR. No.	POST DESCRIPTION	CATEGORY	NOS.	RATE PER MONTH IN RS.	AMOUNT PER MONTH IN RS.
1	STENO TYPIST	HIGH SKILLED	1		
2	ACCOUNTANT	SKILLED	1		
3	CASHIER	SKILLED	1		
4	LDC	SKILLED	2		
5	STOREKEEPING CUM COMPUTER OPERATOR	SKILLED	3		
6	DATA ENTRY OPERATOR	SKILLED	2		
7	PEON	UNSKILLED	2		
8	HOUSEKEEPING STAFF	UN SKILLED	25		
9	HOUSEKEEPING SUPERVISOR	SKILLED	2		
10	SECURITY GUARD WITHOUT ARM	UNSKILLED	25		
11	SECURITY SUPERVISOR	SKILLED	2		
12	WARD BOY	UNSKILLED	24		
13	LIBRARIAN	HIGH SKILLED	1		
14	DY. LIBRARIAN	SKILLED	1		
15	ASST. LIBRARIAN	SEMI-SKILLED	4		
16	CATALOGER	UNSKILLED	1		
17	STENOGRAPHER	HIGH SKILLED	1		
18	UDC	HIGH SKILLED	3		
19	HOUSEKEEPING TOOLS & TACKLES (ANNEXURE-1)	LS	0		
20	HOUSEKEEPING CHEMICALS (ANNEXURE-2)	LS	0		
21	HOUSEKEEPING DURABLES (ANNEXURE-3)	LS	0		
22	HOUSEKEEPING MACHINERY (ANNEXURE-4)	LS	0		
23	SECURITY GADGETS (ANNEXURE-5)	LS	0		
	TOTAL COST PER MONTH EXCLUDING GST				
	TOTAL COST PER ANNUM EXCLUDING GST				

ANNEXURE-1

DESCRIPTION OF TOOLS & TACKLES REQUIRED PER MONTH FOR HOUSEKEEPING SERVICES

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
	WET MOP SET				
1	TASKI HANDLE ALU 1PCS	Nos	20		
2	TASKI KENTUCKY MOP CLAMP	Nos	20		
3	TASKI FRINGE MOP 450G LOOP END 1PC	Nos	40		
	DRY MOP SET				
4	TASKI HANDLE ALU 1PCS	Nos	25		
5	TASKI DRY MOP FRAME SS	Nos	25		
6	TASKI DRY MOP REFILL	Nos	50		
7	SOFT BROOM	Nos	75		
8	COMPOUND BROOM WITH ROD (OUTDOOR)	Nos	100		
9	TASKI BROOM WITH HANDLE FOR DUST (JOBBY DUSTPAN)	Nos	15		
	FLOOR SQUEEGEE				
10	TASKI FLOOR SQUEEGEE 75CM	Nos	15		
11	TASKI HANDLE ALU 1PCS	Nos	15		
	WINDOW CLEANING				
12	TASKI WINDOW WASHER 35 CM	Nos	15		
13	TASKI WINDOW SQUEEGEE 35 CM	Nos	15		
14	TASKI COBWEB BRUSH	Nos	10		
15	DUSTING CLOTH (CHECK CLOTH)	Nos	200		
16	TOILET BRUSH DOUBLE HOCKEY	Nos	40		
17	GARBAGE BAGS	Kg	100		
18	GLOVES	Nos	900		
19	DUST MASK	Nos	900		
20	SMALL SIZE BUCKET	Nos	20		
21	TOILET ROLLS (TISSUE PAPER)	Nos	100		
22	ODONIL CUBES	Nos	100		
	TOTAL COST PER MONTH				

ANNEXURE-2

DESCRIPTION OF CHEMICALS & CONSUMABLES REQUIRED PER MONTH FOR HOUSEKEEPING SERVICES

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	DETERGENT POWDER	KG	20		
2	MANSION POLISH	KG	5		
3	TASKI R1 (SANITIZER)	LTR	50		
4	TASKI R2 (MULTIPURPOSE CLEANER)	LTR	150		
5	TASKI R3 (GLASS CLEANER)	LTR	10		
6	TASKI R4 (FURNITURE POLISHING)	LTR	10		
7	TASKI R5 (ROOM FRESHNER)	LTR	50		
8	TASKI R6 (WC CLEANER)	LTR	80		
9	TASKI TR101(FOR CHAIR SHAMPOOER)	LTR	10		
10	BLEACHING POWDER	KG	100		
11	PHENYL CONCENTRATED	LTR	200		
12	NAPTHELIN BALLS LOOSE PER KG	KG	20		
13	HAND WASH	LTR	150		
14	URINAL CUBES PER PKT	PKT	70		
	TOTAL AMOUNT PER MONTH				

DESCRIPTION OF DURABLES SUPPLY ON ONE TIME

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	OFFICE DUSTBIN	NOS	50		
2	OUTDOOR POLE DUSTBIN WITH SEPARATE ARRANGEMENT OF WET & DRY GARBAGE (COVERED)	NOS	35		
3	1" HEAVY DUTY WATER PIPE	MT	500		
4	SOAP DISPENSER	NOS	50		
	TOTAL AMOUNT PER MONTH				

ANNEXURE-4

HOUSEKEEPING MACHINERY & GADGETS ON RENT BASIS

S.No	ITEM DESCRIPTION	BRAND	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	AUTO SCRUBBER	ROOTS/TASKI	4		
2	SINGLE DISC SCRUBBER	ROOTS/TASKI	6		
3	VACUUM CLEANER WET & DRY	ROOTS/TASKI	4		
4	MANUAL FLIPPER	ROOTS/TASKI	4		
5	HIGH PRESSER JET	ROOTS/TASKI	2		
6	WASTE SHIFTING TROLLEY		10		
7	CABLE EXTENSION		12		
8	WRINGER TROLLEY		15		
9	TELESCOPIC POLE 9 MTR	ROOTS/TASKI	6		
10	TELESCOPIC POLE 15 MTR	ROOTS/TASKI	4		
11	CADDY BASKET	ROOTS/TASKI	20		
12	SIGNAGE		20		
13	FOUR WHEELER MINI PICKUP CARRIER WITH DRIVER FOR WASTE SHIFTING(COVERED)		1		
	TOTAL RENT PER MONTH				

SECURITY GADGETS

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	MEGA PHONE	NOS	4		
2	DOOR FRAME METAL DETECTOR	NOS	1		
3	LONG RANGE TORCHES	NOS	10		
4	REFLECTOR JACKET	NOS	10		
5	WALKIE TALKIE	NOS	8		
6	4 WHEELER FOR PATROLLING/ QUICK ACTION TEAM	NOS	1		
	TOTAL COST PER MONTH				

ANNEXURE-6**Breakup of Salary**

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	8275
HRA		41	847	1558	10337	11837	1558	399
Gross Salary		8316	9979	12068	22147	23647	12068	8674
EPF (Employer) on Basic	13.00%							
ESI (Employer) on Gross	3.25%							
Bonus on Basic	8.33%							
Leave wages on Gross	5.77%							
Holiday Wages on Gross	1.90%							
Uniform Cost	Rs.200							
Total Manpower Cost								
Service Charge								
Rate per month								

Note:

1. The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
2. **The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
3. The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
4. Form F of GMC Shivpuri includes Price schedule and Annexure 1 to 6.

**3.2 PRICE SCHEDULE FOR PROVIDING FM SERVICES AT ATAL BIHARI VAJPAYEE
GOVERNMENT MEDICAL COLLEGE (ABVGMC), VIDISHA.**

Sr. No.	POST DESCRIPTION	CATEGORY	NOS.	RATE PER MONTH IN Rs.	AMOUNT PER MONTH IN Rs.
1	STENO TYPIST	HIGH SKILLED	0		
2	ACCOUNTANT	SKILLED	2		
3	CASHIER	SKILLED	1		
4	LDC	SKILLED	2		
5	STOREKEEPING CUM COMPUTER OPERATOR	SKILLED	5		
6	DATA ENTRY OPERATOR	SKILLED	2		
7	PEON	UNSKILLED	2		
8	HOUSEKEEPING STAFF	UN SKILLED	30		
9	HOUSEKEEPING SUPERVISOR	SKILLED	1		
10	SECURITY GUARD WITHOUT ARM	UNSKILLED	30		
11	SECURITY SUPERVISOR	SKILLED	1		
12	WARD BOY	UNSKILLED	30		
13	LIBRARIAN	HIGH SKILLED	0		
14	DY. LIBRARIAN	SKILLED	1		
15	ASSTT. LIBRARIAN	SEMI-SKILLED	1		
16	CATALOGER	UNSKILLED	1		
17	STENOGRAPHER	HIGH SKILLED	2		
18	UDC	HIGH SKILLED	3		
19	LAB TECHNICIAN	SKILLED	7		
20	LAB ATTENDANT	SEMI-SKILLED	5		
21	HALL ATTENDANT	SEMI-SKILLED	4		
22	HOUSEKEEPING TOOLS & TACKLES (ANNEXURE-1)	LS	0		
23	HOUSEKEEPING CHEMICALS (ANNEXURE-2)	LS	0		
24	HOUSEKEEPING DURABLES (ANNEXURE-3)	LS	0		
25	HOUSEKEEPING MACHINERY (ANNEXURE-4)	LS	0		
26	SECURITY GADGETS (ANNEXURE-5)	LS	0		
27	HOUSEKEEPING MATERIAL	LS	0		
	TOTAL COST PER MONTH EXCLUDING GST				
	TOTAL COST PER ANNUM EXCLUDING GST				

ANNEXURE-1

DESCRIPTION OF TOOLS & TACKLES REQUIRED PER MONTH FOR HOUSEKEEPING SERVICES

S.N O	ITEM DESCRIPTION	UNI T	QTY	RATE PER UNIT/MONT H	AMOUNT/M ONTH
	WET MOP SET				
1	TASKI HANDLE ALU 1PCS	Nos	20		
2	TASKI KENTUCKY MOP CLAMP	Nos	20		
3	TASKI FRINGE MOP 450G LOOP END 1PC	Nos	40		
	DRY MOP SET				
4	TASKI HANDLE ALU 1PCS	Nos	25		
5	TASKI DRY MOP FRAME SS	Nos	25		
6	TASKI DRY MOP REFILL	Nos	50		
7	SOFT BROOM	Nos	75		
8	COMPOUND BROOM WITH ROD (OUTDOOR)	Nos	100		
9	TASKI BROOM WITH HANDLE FOR DUST (JOBBY DUSTPAN)	Nos	15		
	FLOOR SQUEEGEE				
10	TASKI FLOOR SQUEEGEE 75CM	Nos	15		
11	TASKI HANDLE ALU 1PCS	Nos	15		
	WINDOW CLEANING				
12	TASKI WINDOW WASHER 35 CM	Nos	15		
13	TASKI WINDOW SQUEEGEE 35 CM	Nos	15		
14	TASKI COBWEB BRUSH	Nos	10		
15	DUSTING CLOTH (CHECK CLOTH)	Nos	200		
16	TOILET BRUSH DOUBLE HOCKEY	Nos	40		
17	GARBAGE BAGS	Kg	100		
18	GLOVES	Nos	900		
19	DUST MASK	Nos	900		
20	SMALL SIZE BUCKET	Nos	20		
21	TOILET ROLLS (TISSUE PAPER)	Nos	100		
22	ODONIL CUBES	Nos	100		
	TOTAL COST PER MONTH				

ANNEXURE-2

DESCRIPTION OF CHEMICALS & CONSUMABLES REQUIRED PER MONTH FOR HOUSEKEEPING SERVICES

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	DETERGENT POWDER	KG	20		
2	MANSION POLISH	KG	5		
3	TASKI R1 (SANITIZER)	LTR	50		
4	TASKI R2 (MULTIPURPOSE CLEANER)	LTR	200		
5	TASKI R3 (GLASS CLEANER)	LTR	10		
6	TASKI R4 (FURNITURE POLISHING)	LTR	10		
7	TASKI R5 (ROOM FRESHNER)	LTR	50		
8	TASKI R6 (WC CLEANER)	LTR	80		
9	TASKI TR101(FOR CHAIR SHAMPOOER)	LTR	10		
10	BLEACHING POWDER	KG	100		
11	PHENYL CONCENTRATED	LTR	200		
12	NAPTHELIN BALLS LOOSE PER KG	KG	20		
13	HAND WASH	LTR	150		
14	URINAL CUBES PER PKT	PKT	70		
	TOTAL AMOUNT PER MONTH				

ANNEXURE-3

DESCRIPTION OF DURABLES SUPPLY ON ONE TIME

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	OFFICE DUSTBIN	NOS	50		
2	OUTDOOR POLE DUSTBIN WITH SEPARATE ARRANGEMENT OF WET & DRY GARBAGE (COVERED)	NOS	35		
3	1" HEAVY DUTY WATER PIPE	MTR	500		
4	SOAP DISPENSER	NOS	50		
	TOTAL AMOUNT PER MONTH				

ANNEXURE-4

HOUSEKEEPING MACHINERY & GADGETS ON RENT BASIS

S.No	ITEM DESCRIPTION	MAKE	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	AUTO SCRUBBER	ROOTS/TASKI	4		
2	SINGLE DISC SCRUBBER	ROOTS/TASKI	6		
3	VACCUM CLEANER WET & DRY	ROOTS/TASKI	4		
4	MANNUAL FLIPPER	ROOTS/TASKI	4		
5	HIGH PRESSER JET	ROOTS/TASKI	2		
6	WASTE SHIFTING TROLLY		10		
7	CABLE EXTENTION		12		
8	WRINGER TROLLY		15		
9	TELLESCOPIC POLE 9 MTR	ROOTS/TASKI	6		
10	TELLESCOPIC POLE 15 MTR	ROOTS/TASKI	4		
11	CADDY BASKET	ROOTS/TASKI	20		
12	SIGNAGE		20		
13	FOUR WHEELER MINI PICKUP CARRIER WITH DRIVER FOR WASTE SHIFTING(COVERED)		1		
	TOTAL RENT PER MONTH				

SECURITY GADGETS

S.No	ITEM DESCRIPTION	UNIT	QTY	RATE PER UNIT/MONTH	AMOUNT/MONTH
1	MEGA PHONE	NOS	4		
2	DOOR FRAME METAL DETECTOR	NOS	1		
3	LONG RANGE TORCHES	NOS	10		
4	REFLECTOR JACKET	NOS	10		
5	WALKIE TALKIE	NOS	8		
6	4 WHEELER FOR PETROLLING/ QUICK ACTION TEAM	NOS	1		
	TOTAL COST PER MONTH				

Breakup of Salary

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	8275
HRA		41	847	1558	10337	11837	1558	399
Gross Salary		8316	9979	12068	22147	23647	12068	8674
EPF (Employer) on Basic	13.00%							
ESI (Employer) on Gross	3.25%							
Bonus on Basic	8.33%							
Leave wages on Gross	5.77%							
Holiday Wages on Gross	1.90%							
Uniform Cost	Rs.200							
Total Manpower Cost								
Service Charge								
Rate per month								

Note:

- The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
- The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
- The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
- Form F of ABVMC Vidisha includes Price schedule and Annexure 1 to 6.

3.3 PRICE SCHEDULE FOR PROVIDING FM SERVICES AT GMC RATLAM.

Sr.No.	Post Description	Category	Nos.	Rate per month	Amount
1	Technician	Skilled	4		
2	Lab Attendant	Semi-Skilled	1		
3	Dissection hall attendant	Semi-Skilled	4		
4	Security Guard	-	27		
5	Housekeeping staff	Unskilled	27		
6	Stenographer	High Skilled	1		
7	Steno typing	High Skilled	1		
8	Accounting	Skilled	1		
9	Cashier	Skilled	1		
10	UDC-2	High Skilled	3		
11	LDC-3	Skilled	2		
12	Storekeeping cum computer operator	Skilled	3		
13	Data Entry Operator	Skilled	11		
14	Peon	Unskilled	2		
15	Building care taker	Skilled	1		
16	Hostel Manger	High Skilled	1		
17	Electrician /Wireman/Substation in charge	High Skilled	1		
18	Librarian	High Skilled	1		
19	Lab Technician	Skilled	5		
20	Lab Attendants	Semi-Skilled	5		
21	Liftman/Operator	Semi-Skilled	2		
22	Plumber	Skilled	1		
23	Carpenter	Skilled	1		
24	Pump Operator	Skilled	3		
25	Mason	Skilled	1		
26	Gardner	Semi-Skilled	2		
27	Deputy Liberian	High Skilled	1		
28	Cataloguer	High Skilled	1		
29	Asst. Liberian	Skilled	4		
30	Gardner	Unskilled	5		

31	Monthly cost for housekeeping chemicals, consumables	L.S		
32	Monthly rental cost of housekeeping machinery as per annexure 1	L.S		
	Total cost per month excluding GST			
	Total cost per annum excluding GST			

Annexure-1

Price schedule for machines on Monthly Rental basis

SL No	Service Description	Brand/ Make	Qty. in nos.	Rent Per Month / Unit	Total Rent Per Month
1	Auto Scrubber	Roots/ Taski/ Eureka	0		
2	Single Disc Scrubber	Roots/ Taski/ Eureka	2		
3	Vacuum Cleaner-wet and dry	Roots/ Taski/ Eureka	2		
4	Manual Flipper	Roots/ Taski/ Eureka	0		
5	High Pressure Jet	Roots/ Taski/ Eureka	1		
6	Steam Water Jet pressure	Roots/ Taski or equivalent	0		
7	Waste Shifting Trolley (Covered)		2		
8	Cable Extension		2		
9	Wringer Trolley		4		
10	Telescopic Pole 9 Mtrs	Roots/ Taski	0		
11	Telescopic Pole 15Mtrs	Roots/ Taski	1		
12	Caddy Basket	Roots/ Taski	6		
13	Signage	Roots/ Taski	8		
	Total Rent per Month				

Annexure-2

Price schedule for Housekeeping Tools & Consumables

SL No	Item Description	Unit	Qty.	Rate per unit/ month	Amount per month
	Wet Mop Set				
1	TASKI Handle Alu 1pcs - BLUE	Nos.	10		
2	TASKI Kentucky Mop Clamp-BLUE	Nos.	8		
3	TASKI Fringe Mop 450g Loop End 1pc	Nos.	15		
	Dry Mop Set				
4	TASKI Handle Alu 1pcs - BLUE	Nos.	10		
5	TASKI DRY MOP FRAME SS	Nos.	8		
6	TASKI DRY MOP BLUE REFILL	Nos.	15		
7	Soft Broom	Nos.	10		
8	Compound Broom with Rod (outdoor)	Nos.	5		
	Jobby Dustpan				
9	Taski Broom with handle for du	Nos.	3		
	Floor Squeegee				
10	Taski Floor Squeegee - 75 cm	Nos.	2		
11	TASKI Handle Alu 1pcs - BLUE	Nos.	2		
	Window Cleaning				
12	Taski window washer 35 cm	Nos.	3		
13	Taski window squeegee 35 cm	Nos.	3		
14	Taski Cobweb Brush	Nos.	3		
15	Dusting cloth(Check cloth)	Nos.	15		
	Toilet Cleaning				
16	Toilet Brush double hockey	Nos.	10		
17	Garbage Bags	KGs.	200		
18	Surgical Gloves	Pair	1000		
19	Dust Mask	Nos	500		
	Total Cost Per Month				

Breakup of Salary

Description	Rate	Un Skilled	Semi-Skilled	Skilled	Hi Skilled	Hi Skilled II	Security-Supervisor	Security-With Arm	Security-Without Arm
Basic+DA for 26 days (on daily wage basis)		8275	9132	10510	11810	11810	10510	9132	8275
HRA			798	1498	10340	11840	1498	1596	356
Gross Salary		8275	9930	12008	22150	23650	12008	10728	8631
EPF (Employer) on Basic	13.00%								
ESI (Employer) on Gross	3.25%								
Bonus on Basic	8.33%								
Leave wages on Gross	5.77%								
Holiday Wages on Gross	1.90%								
Uniform Cost	Rs.200								
Total Manpower Cost									
Service Charge									
Rate per month									

Note:

9. The above mentioned wages is based on the minimum wages applicable at MP w.e.f 01.04.2020 to 30.09.2020.
10. **The percentage shown above is given as per prevailing norms. The Bidder shall quote after verification.**
11. The quoted rate should be inclusive of all applicable taxes but excluding GST which shall be reimbursed at actuals.
12. Form F of GMC Ratlam includes Price schedule and Annexure 1 to 3.