

**FILE NO. TENDER-2 (HK-SS)/2010-PGIMER  
GOVERNMENT OF INDIA  
POST GRADUATE INSTITUTE OF MEDICAL EDUCATION & RESEARCH  
DR. RML HOSPITAL, NEW DELHI.**

**NOTICE INVITING TENDER**

Sealed Tender (Double Bid – both Technical Bid and Price Bid separately) are invited by Director, Post Graduate Institute of Medical Education & Research (PGIMER), Dr. RML Hospital, New Delhi for hiring of Agencies to provide House Keeping Services.

The Tender Document which can be obtained on all working days between 10.00 a.m. to 4.00 p.m. from Mondays to Fridays and between 10.00 a.m. to 12.30 p.m. on Saturdays from the Office of Registrar, 1<sup>st</sup> Floor, Administrative Block, PGIMER, Dr. RML Hospital, New Delhi on payment of Rs. 1,000/- (Rupees one thousand only) by way of Bank Draft or Banker's Cheque in favour of "Pay & Accounts Officer, Dr. RML Hospital, New Delhi" payable at New Delhi. The terms and conditions of the contract can also be downloaded from the Sub-Head Tender of website: **rmlh.nic.in** The Last Date of submitting the Tender Document is 20.04.2011 upto 12.00 noon and the Technical Bid of the tender will be opened the same day at 2.30 p.m. in the Office of Registrar, 1<sup>st</sup> Floor, Administrative Block, PGIMER Campus. The tender document issued by the Institute will only be considered and not the downloaded or photocopied document.

(Surinder Mohan)  
Registrar  
Tel. No. 23365523



FILE NO. ....

**GOVERNMENT OF INDIA**  
**POST GRADUATE INSTITUTE OF MEDICAL EDUCATION & RESEARCH**  
**DR. RAM MANOHAR LOHIA HOSPITAL, NEW DELHI**

**NOTICE INVITING TENDER**

Director, Post Graduate Institute of Medical Education & Research (PGIMER), Dr. Ram Manohar Lohia Hospital, New Delhi for and on behalf of The President of India invites Tender by "Two Bids" (both Technical and Price) for awarding Contract for hiring of an Agency to **provide House-keeping services** from interested bidders.

The Contract period will be initially for a period of one year and is extendable for further two years (on year-to-year basis) subject to the satisfactory performance by the Agency which will be certified by a duly constituted Committee approved by the Director PGIMER, Dr. RML Hospital, New Delhi and the decision of the Committee shall be final.

The work is estimated to ₹ 80.00 lacs. This estimate, however, is given merely as a rough guide.

The following terms and conditions including the eligibility and experience criteria must be strictly complied with failing which the bid is liable to be rejected.

**Terms & Conditions:-**

1. The Agency should be registered with the Registrar of Firms/ appropriate registration authority for at least 3 years and should have provided such services to Government / Semi-Government / Public Sector Organizations for at least 3 years as on 31<sup>st</sup> March, 2010. Attested copies of Experience and performance Certificates must be enclosed.
2. The agency should have its registered Offices in Delhi/NCR.
3. The Agency must be ISO 9001-2000 certified.
4. The tenderer should have average annual financial turn-over of ₹ 2.00 crore during the last three years ending 31<sup>st</sup> March, 2010.
5. The Bid Security of ₹ 2.00 lacs shall be payable in the form of Demand draft drawn in favour of **Pay & Accounts Officer, Dr. RML Hospital, New Delhi**, payable at New Delhi and shall remain valid for 45 days beyond final validity period. The Bid Security shall be forfeited by the Director, PGIMER, Dr. RML Hospital, New Delhi in the following events:
  - (i) If bid is withdrawn during the validity period or any extension thereof duly agreed to by the bidder.

- (ii) If bid is varied or modified in manner not acceptable to the Director, PGIEMR, Dr. RML Hospital, New Delhi during the validity period or any extension of the validity period duly agreed to by the bidder.
  - (iii) If a bidder, after having notified the acceptance of his bid, fails to furnish the Performance Security within 7 days of notification of such acceptance.
- 6. The successful bidder shall submit 10% of the tendered amount as Performance Security in the form of Bank Guarantee in acceptable form from commercial Bank in favour of Director, PGIMER, Dr. RML Hospital, New Delhi before taking over the services in the Institute. The bid security shall remain valid up to 60 days beyond the date of completion of all contractual of obligation. After submission of Performance Security, the Bid Security shall be returned. The Bid Security of unsuccessful bidders will be returned on finalization of the bid.
- 7. The Performance Security will be returned after making recovery of dues etc. if any, from the tenderer.
- 8. Attested copies of Registration, PAN & TAN/Service Tax return as applicable issued in the name of the Firm must accompany the application. Annual Returns of previous 3 years (supported by audited Balance Sheet) should be enclosed.
- 9. Income Tax clearance certificate shall also be made available by the bidder with the tender.
- 10. The applicant must be a registered establishment/licensed contractor under the Contract Labour (Regulation and Abolition) Act 1970 and the Contract Labour (Regulation and Abolition) Rules, 1971 whichever is applicable and is required to submit documentary proof of the same.
- 11. The applicant must hold a valid registration for Employees Provident Fund (EPF)/ESIC and documentary evidence in support thereof.
- 12. Tenders shall remain open for acceptance for **90 (Ninety) days** from the date of opening. If any tenderer withdraws his/her tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Institute, then the Institute, without prejudice to any other right or remedy available to it, shall be at liberty to forfeit the entire Bid Security.
- 13. The service provider company/Firm/Agency shall submit affidavit stating that the agency is/ has not been black listed by Central Government/ State Government/any PSU.
- 14. Tenders in any form, other than the prescribed form issued by Director, PGIMER, Dr. RML Hospital, will not be entertained and will be summarily rejected.

15. Each document attached with the Tender shall be **numbered**.
16. The Tender Notice, terms and conditions, tender, amongst other documents, shall form part of the agreement with the party or parties whose tender(s) is/are accepted in full or in part by the Director, PGIMER, Dr. RML Hospital. **Tenderer must sign all the pages of Tender Document** issued by Director, PGIMER, Dr. RML Hospital (in original) in token of acceptance of all terms and conditions laid down in Tender failing which Tender will be rejected.
17. **The tenderer shall submit a check-list for pre-qualification bid duly signed by him (Annexure–I) and it should be placed on the top of the "Technical-Bid". Non-attachment of such a check-list with the "Technical-Bid" will be liable for rejection of the tender without assigning any reason thereof.**
18. In case the Agency fails to execute the job after signing the Agreement Deed or terminate the Contract before completion of period of Contract at their own accord, the Director shall have the right to forfeit the Performance Security deposited by the Agency for the execution of the Contract.
19. The Agency shall not engage any sub-contractor without the prior written consent of the Director, PGIMER and in that case the sole responsibility of providing the services shall be on the Agency and not on the sub-contractor. In case the selected Agency violates this condition, the contract is liable to be cancelled and the Performance Security deposited by the Agency will be forfeited.
20. The clearance of the local police will be obtained by the Agency before deployment of the personnel for which necessary costs will be incurred by the Agency.
21. The Agency who is finally selected will have to submit a list of personnel to be deployed at the Institute along with 10% as leave reserve for approval of the Director or a Committee authorized by him in this regard.
22. It shall be responsibility of the Agency to make all statutory payments in respect of the personnel so employed and also meet with all the necessary statutory requirements. The Agency shall also indemnify Director PGIMER, Dr. RML Hospital, New Delhi against any statutory or other obligations as per the Law/ Rules in force from time to time. The service provider shall be responsible for compliance of all statutory provisions relating to Minimum Wager Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave Relieving Charges, Uniform and allowance thereof and any other charges applicable from time to time.
23. The claim in bills regarding Employee State Insurance, Provident Fund and Service Taxes etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held till proof is furnished.

24. The service provider shall maintain all statutory registers under applicable laws. The Agency shall produce the same on demand to the concerned authority of this Institute or any other authority under law.
25. In case, the tendering Agency fails to comply with any statutory registration/taxation liability with appropriate law and as a result thereof the Institute is put to any loss/obligation, monetary or otherwise, the Institute will be entitled to get itself reimbursed out of the outstanding bill or the Performance Security Deposit of the Agency to the extent of the loss or obligation in monetary terms.
26. The bidder shall have to bear all income tax liability both corporate and personal tax/liability of the personnel deployed by him.
27. Telex/Telegraphic/Telefax/Xerox/Photocopy bids shall not be considered.
28. **The bidders shall acquaint themselves with the conditions of the tender document, to fully appreciate the scope of work required to be carried out (which are only illustrative and not exhaustive) The successful bidder is required to carry-out the services as per requirement of the Director, PGIMER.**
29. Tenders should be addressed to the Director PGIMER, Dr. RML Hospital, New Delhi-110001 and superscribed, "Tender for providing Housekeeping services in PGIMER.
30. Bids are to be submitted by "**Two Bid System**" in duly sealed envelopes. Each envelope will clearly be super-scribed with the words "Technical Bid" or "Price Bid" as the case may be alongwith Tender No. and Item Description. Both these sealed envelopes should be put in a separate envelope duly sealed bearing the tender no. and date of closing/opening prominently underlined and marked as "Techno-Price Bid".
31. The tenderers should quote clearly in figures as well as in words the rate tendered by them for each item in **Schedule 'A' (Annexure-II)** only in "Price Bid" and not in "Technical Bid" under any circumstances failing which the tender shall be summarily rejected.
32. Bids offering rates which are lower than the minimum wages would be rejected.
33. When the tenderer signs a tender in an Indian language, the amount tendered should be written in English numerals.
34. The Performance Security shall be returned to the Agency on the expiry of the Contract period on furnishing the usual clearance/no dues certificate by the Agency.
35. Director or his duly authorized Representative/ Committee shall have the right to impose such penalty as it deems fit on the Agency if the Institute is put to any financial loss directly or indirectly by any act of omission or commission on the part of the Agency or the worker deployed by it on the premises of the Complex.

36. The tenderer, whose tender is accepted by the Institute, will intimate the name, office and residence address and telephone number(s) of his/her representative who will take day-to-day instructions from the authorized Officer of the Institute. Such person will maintain a regular liaison with the authorized Officer of the Institute to ensure smooth performance of the services under the contract.
37. The Bill of the preceding month shall be presented in triplicate by the Agency by 3<sup>rd</sup> of every month duly pre-receipted to enable the Institute to examine and arrange the payment as admissible.
38. The bidder shall comply with all relevant / applicable Labour Laws as existing and provide insurance cover to its workers. The bidder shall indemnify DIRECTOR, PGIMER DR. RAM MANOHAR LOHIA HOSPITAL against all action of omissions, faults, breaches and / or any claim or damage, injury and expenses to which the Director may be party or involved as a result of the successful bidder's failure to comply with the obligations under the relevant Act / Law which the bidder is to follow.
39. The decision of Director in all matters shall be final and he reserves the right to accept or reject all or any of the tenders, without assigning any reasons.
40. The tenderer who is awarded the contract shall be bound to execute and implement it by signing an agreement on the non-judicial stamp paper of the value of ₹ 100/- at his own cost (**Annexure-III**). On acceptance of the tender by the Director it will constitute a binding agreement between the Director, PGIMER, Dr. R.M.L. Hospital New Delhi, and the person so tendering. Failure to comply with the above conditions will lead to the cancellation of the contract and forfeiture of his Bid Security.
41. The Technical Bid will be subject to evaluation/inspection by the Committee authorized by the Director, PGIMER, Dr. RML Hospital. The recommendation/observation of the Committee will be considered by the Director for approval of the Technical Bid and the only approved bids by the Director will be opened for Price bid thereafter.
42. Extra items not covered in the contract will be decided by the Competent Authority i.e Director on the basis of estimates given by bidder duly supported with rates and analysis etc.
43. Extra clause of deviation: upto 1/3<sup>rd</sup> of the requirements indicated in the Tender Notice may be varied (i.e either less or more) at the discretion of the competent authority i.e Director, PGIMER, Dr. RML Hospital.
44. In case of any disagreement or dispute between the Institute and the Agency arising out of or in due performance of the term & conditions of the contract agreement, such dispute/disagreement shall be referred to the sole arbitrator to be appointed by the Director, PGIMER. Appointment of the Arbitrator by the Director shall be acceptable and binding between the parties. The Arbitrator shall be guided by the Administration & Conciliation Act, 1996 as amended from time to time.

45. The tenderer shall submit solvency certificate from a reputed bank for an amount of not less than Rs. 10 lakhs (Note: The banker should be any of the Schedule Bank as per RBI Act).
46. No other commercial activity will be undertaken by the agency in the Premises.
47. The Duty time will be from 8.30 AM to 5.00 PM. During holidays or in case of emergencies, the services of workers can be asked for and the same shall have to be attended to without fail.
48. The contractor will make all arrangement for required Tool and Plant.
49. The contractor has to provide uniform with name badge to each worker. He will also provide Identity Proof with photograph to each worker as well as in office of Director, PGIMER.
50. For quick communication / redressal of complaints Mobile Phone is to be provided by the Contractor to the Supervisor during the duty hours and his phone number to be informed to office of Director, PGIMER.
51. The contractor will ensure all precautionary measures and safety arrangements while executing the work and will be responsible for any accident occurred during duty hours.
52. The contractor should make immediate alternate arrangement if any worker is absent from duty.

53. **PENALTY CLAUSE**

The Director or duly constituted Committee by him shall be entitled to impose a penalty on account of any breach of Contract after providing an opportunity to the Agency to rectify or taking remedial actions to rectify the breach of Contract within stipulated time and the Agency having failed to do so. The penalty on the first occasion shall be to the extent of 1% of tendered amount upon the agency weighing the gravity of breach, violation or contravention of any of the terms & conditions contained therein brought to the notice of the Committee besides recovering of any loss caused to the Institute. On subsequent occasion, if any lapse is committed the extent of penalty will be doubled on each such occasion as compared to previous one. The decision of the said officer/committee in this regard shall be final and binding upon the agency. The penalty will be deducted from the subsequent bill(s) to be submitted by the tenderer or performance security, as the case may be.

The tenderer will be responsible for handing over of all equipments/fixtures/installations in full working condition back to the Institute at the end of the Contract period and upto the satisfaction of the Competent Authority.



## **I. SCOPE OF SERVICES OF WORK FOR HOUSEKEEPING:-**

The Agency shall provide all the services as listed below in the Institute of and the entire complex including Administration Block, Academic block, Auditorium, Library Block, Guest House and the surrounding area including the landscape.

The bidder shall acquaint himself with the proposed site of work, its approach roads, working space available etc. before submitting the quotation. The bidder shall study carefully the materials, chemicals, machines, equipments, frequencies of the services required to be rendered under different headings and other conditions of the tender document to fully appreciate the scope of work before quoting his rates.

He shall provide sanitary services as mentioned below and quote the rates including the cost of material for cleaning with all the required machineries and equipments for automated Housekeeping Services.

### **A. HOUSEKEEPING FUNCTIONS**

#### **SCOPE OF WORK:-**

##### **General Cleaning**

The Contractor should have experience of providing mechanized/ automated cleaning services in reputed Government/Semi-Government/Public Sector organizations. Sufficient proof in terms of satisfactory work completion certification to be given.

##### **Office Premises / Living Rooms:**

- a. Cleaning, Dusting and Vacuum Cleaning
- b. Dust windowsill & ledges. Clean window glasses, partitions etc.
- c. Dust louvered doors & mini blinds.
- d. Cobwebs removed and lamps & ceiling fans dusted.
- e. Dust furniture, wood work, shelves and base boards.
- f. Vacuum cleaning of furniture including under seat cushions.
- g. Cleaning of all telephones, intercoms and light switches
- h. Empty and clean wastebaskets.
- i. Moping and cleaning of Floors both wet and dry.
- j. Vacuum cleaning of carpets and Wash tile floors.
- k. Any other work assigned.

##### **(ii) Bathrooms / Toilets**

- a. Clean, Sanitize and Deodorize, Vanities, Sinks and backs plashes, Mirrors, Showers and Bathtubs, Wash Floors and Tile walls.
- b. Clean and Sanitize Toilets at required frequent intervals.

##### **(iii) Other areas:**

- a. Post construction Cleaning
- b. Cleaning of outside areas
- c. Daily sweeping of roads in the complex, and clearing garbage.

- d. Cleaning of Glass Walls and Curtains
- e. Cleaning of façade of High Rise Building
- f. Cleaning of external windows
- g. Spring Cleaning
- h. Steam Cleaning Operations
- i. Hot Water Injection Extraction
- j. Foam Generator for Carpet & Sofa, Chairs, Shampooing.
- k. Any other work assigned.

The above operations at above (i), (ii) and (iii) cleaning would be done as frequently per day as required to keep the building area spic and span.

**Pest Control Services:**

- a. Cockroach/Flies Management Service
- b. Termite Management Service
- c. Rodent Management Service
- d. Bed-bug Management Service
- e. Mongoose/Rat Management Services.
- f. General Pest Management Service

Pest control services include eradication of cockroaches, mosquitoes, flies, lizards, termite, bed bug, mongoose, rat, rodent etc. through permitted insecticides as per Government of India and W.H.O norms. Catching and deposing of rats, mongoose etc. will be the sole responsibility of the contractor.

**AUTOMATED HOUSEKEEPING SERVICES:**

- i) Daily upkeep and cleaning of the floor areas including rooms, wash-basins, walls, corridors, grills, railings, doors, windows, fixtures and fittings, including lights and fans, passages, etc. on regular, daily and need basis, by providing all inputs including proper tools like Mop wringer Trolleys and carts, cleaning equipment, detergents/cleaning agents, disinfectants, acids, scrubbers, naphthalene balls, repellents, sprayers, liquid soaps, buckets, baskets, brooms, etc
- ii) All rooms, cabins, corridors, balconies, doors, windows, almirahs, waste-baskets, room-furniture, fittings, fixtures etc. shall be cleaned with automated mechanized equipments daily once or more on need basis by scrubbing/mopping/vacuum cleaning and by using good quality cleaning agents as above.

## **B. HOUSEKEEPING SCHEDULE:**

- a) All floor areas to be scrubbed and dried "once a day" before 9 AM.
- b) On Saturdays (A.N) /Sundays/Holidays Deep Scrubbing of the floor areas that are not approachable on other days shall be done with the help of automated scrubber.
- c) Cabins to be vacuum cleaned before 9 AM every day.
- d) All toilets shall be cleaned four times a day at an interval of 02 Hrs. The detergent/disinfectant used shall be environment friendly biodegradable.
- e) Mirrors, sewer lines, drain pipes/lines etc. shall be cleaned periodically and need basis. The first round of cleaning should be completed before 9.00 AM.
- f) Floor & tiles to be polished on Quarterly basis to ensure spotless ambience.
- g) Metal polishing of brass letters once in a Month.
- h) All the furniture items like chairs, sofa sets, etc., curtains & vertical blinds are to be vacuum cleaned at least on weekly basis.
- i) Dry foam shampooing cleaning of Carpets, chairs & sofa sets will be done at least once in 3 months or as per requirement of DIRECTOR PGIMER, DR. RAM MANOHAR LOHIA HOSPITAL.
- j) All the carpets to be vacuum cleaned on weekly basis.
- k) The pest control should cover all the places like spray, under the tables, chairs, almirahs, on wooden furniture, on false ceiling, on all staircases, on lift lobbies, on all toilets, drain ducts, on all pantry rooms, in all stores,/godown and any hidden space under the furniture and should leave no space unattended.
- l) Pest control service should be done ever fortnight in each area. Agency must ensure that pest control once done shall remain effective up to next pest control.

Periodicity/method of cleaning inside the building are summarized below. The list is only illustrative and not exhaustive. The frequency indicated is the minimum required and may have to be carried out as and when required, on need basis.

All the cleaning agents used shall be biodegradable environment friendly so that it does not cause harm to employees, workers & the objects for which it is used.

- i) Replenish daily, naphthalene balls, liquid soap, tissue paper etc. of approved quality in the toilets, bathrooms, washbasins, etc.
- ii) Spray the rooms, cabins, corridors, canteen area, etc. daily/need basis, with fly/mosquito, repellents and thereafter with good quality room fresheners of approved brands.
- iii) Shifting of furniture, loading, unloading etc. within the floor/building whenever required.
- iv) Maintenance of Hygiene Services, using specialized equipments and vacuum cleaner etc. de-clogging of sewerages, clearance of grit, waste garbage and up-keeping of the premises.
- v) To provide laundry washed towels, napkins, tissue papers, etc. daily at each wash-basin/wash room, before start of the office working and if required, wet/dirty towels shall be changed even during the day-time as per the requirement.
- vi) Water Dispensers/Aqua-guard/ RO system/water coolers shall be frequently cleaned preferably once in a week or as per the requirement.
- vii) Keep the tables, chairs and other furniture spotlessly clean using polish and shall keep the table/chairs and other furniture in an organized manner at all the times.
- viii) Remove garbage on daily basis and to dispose it off to a nominated site. Perishable and stinking garbage shall be disposed off immediately. The garbage shall be collected in covered bins, free of stench, flies and away from human sight before disposal.

The bidder shall have to clean the area as per minimum frequencies mentioned. However, the cleaning shall have to be done more frequently, if required for proper housekeeping, on the instructions of the authorized officer of DIRECTOR, PGIMER, DR. RAM MANOHAR LOHIA HOSPITAL, for which nothing extra shall be paid. Similarly, certain activities can only be done on Saturdays (A.N), Sundays or other holidays to avoid inconvenience to the users of the building. The work on Saturday (A.N), Sundays or Holidays shall be carried out at no extra cost. The bidder shall work in close co-ordination with the officials/authorized officer of DIRECTOR, PGIMER DR. RAM MANOHAR LOHIA HOSPITAL and modify working schedule, if required as per user's convenience.

**All the cleaning materials will be supplied by the bidder and no claim whatsoever on this account shall be entertained.**

In case of any loss due to damage of any equipment/ furniture or any other article of the Institute attributable to the negligence of the house keeping personnel as decided by the authorities, it shall be made good by the agency within a period of 10 days.

In case of replaced/ dismantled item/ article/ fittings etc., the same will be the property of the Institute for which a dismantled items records/ register shall be maintained by the bidder and made available to the authorised officer of the Institute for checking purpose.

The bidder will deploy sufficient manpower at each floor of all the sites as mentioned above to carry out the scope of work described as above and ensure availability of at least 3 persons at each floor of all the buildings upto 06.30 PM. The first round of daily cleaning work should be completed before 9.00 AM. The bidder will ensure deployment of competent, skilled and trained personnel to perform these services.

**CHECK-LIST FOR PRE-QUALIFICATION BID FOR PROVIDING HOUSEKEEPING SERVICES IN PGIMER BUILDING AND THE ENTIRE CAMPUS.**

(Strike out whichever is not applicable)

<b>Sl. No.</b>	<b>Documents asked for</b>	<b>Page number at which Document is Placed</b>
<b>1</b>	Bid Security (EMD) of ₹ 2.00 lacs in the form of Demand Draft issued by any scheduled commercial bank in favour of Pay & Accounts Officer, Dr. RML Hospital, New Delhi valid for 45 days. <b>(Ref. Para 5)</b>	
<b>2</b>	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also. <b>(Ref. Para 36)</b>	
<b>3</b>	Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-IV). <b>(Ref. Para 41)</b>	
<b>4</b>	Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year. <b>(Ref. Para 8)</b>	
<b>5</b>	Self-attested copy of the TAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year. <b>(Ref. Para 8)</b>	
<b>6</b>	Self attested copy of Service Tax Registration No. <b>(Ref. Para 8)</b>	
<b>7</b>	Self attested copy of valid Registration number of the firm/agency. <b>(Ref. Para 1)</b>	
<b>8</b>	Self attested copy of valid Provident Fund Registration number. <b>(Ref. Para 11)</b>	
<b>9</b>	Self attested copy of valid ESI Registration No. <b>(Ref. Para 11)</b>	

<b>10</b>	Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.and contract labour (R&A) Rules 1971 whichever applicable. <b>(Ref. Para 10)</b>	
<b>11</b>	Proof of experiences of last three financial years along with satisfactory performance certificates from the concerned employers. (i) 2007-08 (ii)2008-09 (iii)2009-10 <b>(Ref. Para 1)</b>	
<b>12</b>	Annual returns of previous three years supported by audited balance sheet (i) 2007-08 (ii)2008-09 (iii)2009-10 <b>(Ref. Para 8)</b>	
<b>13</b>	Any other documents, if required. Signature of the Bidder (Name and Address of the Bidder) Telephone No.	
<b>14</b>	Income Tax clearance certificate. <b>(Ref. Para 9)</b>	
<b>15</b>	Clearance certificate of local police <b>(Ref. Para 21)</b>	
<b>16.</b>	Whether the firm is blacklisted by Central Govt./State Govt./any PSU? (Yes / No) If not, the affidavit thereof <b>(Ref.: Para No. 13)</b>	
<b>17.</b>	Solvency Certificate from Schedule Bank as per RBI Act <b>(Ref.: Para No.45)</b>	
<b>18.</b>	ISO Certification of the firm <b>(Ref.: Para No.3)</b>	

**Note:** If any document listed above is not supplied, tender is liable to be rejected.

**Signature of the Bidder**  
**Name:**  
**Address:**  
**Telephone No:**

### CHECKLIST FOR TECHNICAL EVALUATION

<b>Sl. No.</b>	<b>Information to be provided</b>	<b>To be filled by the Bidder</b>	<b>For office use</b>
1	Annual Turnover (in Lakhs) 2007-08, 2008-09, 2009-10		
2	Manpower on roll		
3	Experience of running Security services (in years)		
4	Volume of work done during last three financial years as specified in clause 34.		
5	Single work of more than ₹..... during last three years.		
6	ISO Certification of the firm (Yes/No)		

**Note:** Photocopies of all necessary documents duly self attested must be attached for verification of the information provided.



**ANNEXURE-II****SCHEDULE 'A'****PRICE BID FOR HOUSE-KEEPING SERVICES IN PGIMER.**

S. No.	Description	*No. of Manpower required per day	Rate per person per shift/day	Monthly Amount	Yearly Amount
1.	House-keeping:				
	(a) Safai karamchari	75			
	(b) Supervisor	05			
	(c) Cost of all cleaning materials including charges of mechanized equipment.	-	-		

\* The Number of Manpower required is likely to increase or decrease depending upon the actual requirement.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

**(Signature of the bidder)  
Name and Address  
(with seal)**

**Date :**

**UNDERTAKING**

**To**

**The Director  
Post Graduate Institute of Medical Education and Research (PGIMER),  
Dr. RML Hospital,  
New Delhi – 110001**

Name of the firm/Agency\_\_\_\_\_

Name of the tender\_\_\_\_\_

Due date:

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We do hereby undertake that the services for which the Agency has submitted the tender shall be provided to the best satisfaction of the Institute. Our services shall be covered under "Fidelity Bond" through Insurance Agency for a minimum sum of Rs.15 lacs (Rupees fifteen lakhs only). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

**(Signature of the Bidder)  
Name and Address of the Bidder.  
Telephone No.**

**GOVERNMENT OF INDIA  
POST GRADUATE INSTITUTE OF MEDICAL EDUCATION & RESEARCH  
DR. RAM MANOHAR LOHIA HOSPITAL, NEW DELHI**

**TENDER FORM FOR HOUSE-KEEPING SERVICES IN PGIMER**

*(strike out whichever is not applicable)*

**Cost of Tender Form** : Rs 1,000/- (Rupees One thousands only)

**Last date of submitting Tender** : **20<sup>th</sup> April, 2011 by 12.00 Noon.**

**Opening time and date of tender (Technical Bid only)** : **20<sup>th</sup> April, 2011 by 12.00 Noon.**

Affix duly Attested P.P. Size recent Photograph of the prospective bidder.
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1. Tender for the Service Applied For: \_\_\_\_\_  
(to be specified clearly)

2. Names, address of firm/Agency \_\_\_\_\_  
and Telephone numbers. \_\_\_\_\_  
\_\_\_\_\_

3. Registration No. of the Firm/ \_\_\_\_\_  
Agency.

4. Name, Designation, Address \_\_\_\_\_  
and Telephone No. of \_\_\_\_\_  
Authorized person of Firm/ \_\_\_\_\_  
Agency to deal with. \_\_\_\_\_

5. Please specify as to whether \_\_\_\_\_

Tenderer is sole proprietor/ \_\_\_\_\_

Partnership firm. Name and \_\_\_\_\_

Address and Telephone No. \_\_\_\_\_

of Directors/partners should \_\_\_\_\_

specified.

6. Copy of PAN card issued by Income Tax Department and Copy of previous Financial Year's Income Tax Return.
7. Provident Fund Account No. \_\_\_\_\_
8. ESI Number \_\_\_\_\_
9. Licence number under \_\_\_\_\_ Contract Labour (R&A) Act.
10. Details of Bid Security deposited:  
(a) Amount : Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_)  
(b) Demand Draft No. \_\_\_\_\_  
\_\_\_\_\_  
(c) Date of issue:  
(d) Name of issuing authority:
11. Any other information:
12. Declaration by the bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

**(Signature of the bidder)**  
**Name and Address**  
**(with seal)**