



Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare
(Establishment Section)



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Kanke, Ranchi- 834006, Jharkhand

No:- A.12028/02/2019-Estt.

Date: 17.10.2020

NOTICE INVITING PROPOSAL

On behalf of the President of India, the Director, CIP invites proposals from eligible bidders for Selection of Agency for Outsourcing of Housekeeping Services for Central Institute of Psychiatry (CIP), Ranchi.

1	Availability of tender document	19.10.2020 to 09.11.2020
2	Last date and time for submission of completed proposal	10.11.2020 upto 3.00 P.M.
3	Date, time and venue for opening of Technical Bid (Part – I)	10.11.2020 at 4:00 P.M. Office of the Administrative Officer, CIP, Ranchi
4	Date of Technical Presentation (by the qualified Bidders only)	Shall be communicated to such bidders only via e-mail
5	Date & time of Financial Bid (Part – II) opening (Only of Technically Qualified Bidders)	To be announced after technical bid evaluation
6	Venue of the opening of Technical & Financial bids	Office of the Administrative Officer, Central Institute of Psychiatry, Kanke, Ranchi-834006
7	Contact Officer	Administrative Officer, Central Institute of Psychiatry, Kanke, Ranchi-834006

Sl No	The tender document consists of following heads:	ANNEXURES/ Page No.
1	Index	Page-1
2	Notice Inviting Tender (NIT) for Housekeeping Services	ANNEXURE-'I'/ Page-2
3	Forwarding letter/undertaking	ANNEXURE-'II'/ Page-3
4	Instructions to the Bidders	ANNEXURE-'III'/Page-4 to 14
5	General Terms and Conditions of the Service Contract	ANNEXURE-'IV'/ Page-15 to 24
6	Tender form for providing Housekeeping Services	ANNEXURE-'V'/ Page-25
7	Scope of Work of the Housekeeping Agency	ANNEXURE-'VI'/Page-26 to 32
8	Form of Bank Guarantee for Bid Security	ANNEXURE-'VII'/ Page-33
9	Form of Service Contract Agreement for providing Housekeeping Services	ANNEXURE-'VIII'/ Page-34
10	Form of Bank Guarantee for Performance Security	ANNEXURE-'IX'/ Page-35
11	Check list for documents/ certificates of Technical Bid	ANNEXURE-'X'/ Page-36 to 38
12	Financial Bid Performa for Housekeeping Services	ANNEXURE-'XI'/ Page-39 to 40
13	Declaration	ANNEXURE-'XII'/ Page-41
14	Undertaking by bidder for compliance to Rule 144 (xi) of GFR, 2017	ANNEXURE-'XIII'/ Page-42
15	Undertaking by bidder for compliance to mandatory minimum Local Content (LC) requirement	ANNEXURE-'XIV'/ Page-43

This tender document contains total pages from Sl.No.1 to 43 only

The Details about above mentioned tender is available in our website i.e. www.cipranchi.nic.in and also in CPP Portal website i.e. at the www.eprocure.gov.in

Govt. of India
Central Institute of Psychiatry
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NOTICE INVITING TENDER FOR HOUSEKEEPING SERVICES

Ref.F.No. A.12028/02/2019-Estt.

Date: 17.10.2020

- (1) Director, Central Institute of Psychiatry (CIP), Ranchi invites sealed tenders under two bid systems (Technical Bid & Financial Bid) from reputed, eligible and qualified housekeeping Agencies for providing housekeeping services in different areas of CIP, Ranchi with required number of trained housekeeping personnel for one year through open tendering system.

S.No.	Tender Number	Brief Description of Services	Qty.	Tender Fee (in Rs.)	Bid Security (in Rs.)
1.	A.12028/02/2019-Estt.	Deployment of Agencies for outsourcing of Housekeeping Services for different areas at CIP, Ranchi for one year	Service Contract	300/- (Can be downloaded from the website free of cost)	3.5 Lakh

Last date for sale of tender documents: 09.11.2020 upto 3.00 P.M.

Closing date & time for receipt of bids: 10.11.2020 upto 3.00 P.M.

Date, time and venue for opening of technical bids: 10.11.2020 at 4:00 P.M.
Office of the Administrative Officer, CIP, Ranchi.

- (2) Tender Document containing detailed instructions along with terms & conditions can be obtained from the office of the Administrative Officer, CIP, Ranchi from 2:30 p.m. to 4:30 p.m. on all working days (Monday to Friday) and 11:00 a.m. to 12:30 p.m. on Saturday, till a day prior to the closing date of receipt of bids as specified in Para 1 above.
- (3) Tender Document may be purchased on payment of non-refundable fee of Rs.300/- by way of Demand Draft drawn in favour of the “**Director, CIP, Ranchi**” payable at Ranchi. **Postal Order/ Cash/ Cheque are not acceptable at all.**
- (4) If requested, the Tender Document will be mailed by Registered Post/ Speed Post to the prospective bidders for which extra charges per set will be Rs.100/- . The bidder is to add the applicable postage cost with non-refundable fee.
- (5) The bidders may also download the Tender Document directly from website available at www.cipranchi.nic.in and www.eprocure.gov.in. In such case, the bidders are not required to submit any tender fee. The bidder should specifically superscribe, “**Downloaded from the website**” on the top left corner of the outer envelope containing Techno-Commercial Bid & Financial Bid separately. In no case, the tender fee should be mixed with Bid Security amount. The tenders not following the above procedure will be summarily rejected.
- (6) It is the responsibility of the bidders to ensure that their bids, whether sent by post or by courier or by person, are dropped in the “**Tender Box of Administrative Officer, CIP, Ranchi**” or received by the closing date and time as specified in Para 1 above for receipt of bid, failing which the bid would be considered late and rejected.
- (7) The bid security as mentioned above will have to be deposited by way of FDR or Bank Guarantee in favour of the “**Director, CIP, Ranchi**” along with the tender (Technical Bid). No interest is payable on Bid Security.
- (8) The Tender Document is not transferable.
- (9) In the event of any of the above mentioned dates being declared as a holiday/ closed day for CIP, Ranchi the tender will be sold/ received/ opened on the next working day at the prescribed venue and time.

Sd/-
Administrative Officer
CIP, Ranchi



Govt. of India
Central Institute of Psychiatry
 Directorate General of Health Services
 Ministry of Health & Family Welfare

FORWARDING LETTER/ UNDERTAKING
(To be submitted on letter head)

Ref File No./Tender No.	Ref.F.No. A.12028/02/2019-Estt.	Date: 17.10.2020
Subject	Deployment of Agency for outsourcing of Housekeeping Services for different areas at CIP, Ranchi for one year extendable upto 3 years on service contract basis	
Name of the party in whose favour the Tender form has been issued		

SEAL OF THE OFFICER

Bidder's tender/quotation Ref. No. _____

To,
 The Director,
 Central Institute of Psychiatry
 Kanke, Ranchi- 834006

Dear Sir,

- Having read and understood all the instructions and terms & conditions contained in this tender document, I/We hereby submit our offer against the said tender vide Ref.F.No. A.12028/02/2019-Estt. date: 17.10.2020 for deployment of Agency for outsourcing of Housekeeping Services at CIP, Ranchi for one year extendable upto 3 years on service contract basis in conformity with the said terms & conditions and agreed rates shall be part and parcel of the service contract.
- I/We now enclosing herewith the FDR or Bank Guarantee vide No. _____ dated for Rs. 3.5 Lakh drawn in favour of the "Director, CIP, Ranchi, payable at Ranchi" towards Bid Security. Tender not accompanied with bid security along with Techno-Commercial Bid (Part-I) shall be summarily rejected.
- I/We have read and understood and agreed all the instructions, terms & conditions including penalties etc. stipulated in tender document and accepted all of them unconditionally before submitting the same.
- Tender is being submitted under separate covers and sheets and shall be considered on their face value.
- I/We have noted that overwritten entries shall be deleted unless duly cut & re-written and initialed.
- Tender is duly paginated, signed and stamped with required documents (No thumb impression should be affixed).
- I/We have submitted all the relevant documents in order to tender requirement in Technical Bid (Part-I).
- I/We undertake to sign an agreement of service contract in the form specified at Annexure-'VIII' within a period of 15 days from the date of issue of Letter of Award/Acceptance, failing which our/my bid security deposited may be forfeited and our/my name may be removed from the list of housekeeping agencies at CIP, Ranchi.
- I/We have thoroughly gone through all the provisions incorporated in tender document before submitting the same.
- I/We further understand that CIP, Ranchi is not bound to accept the lowest or any bid and also may receive and reject any bid without assigning reason thereof. CIP, Ranchi may vary to amend or alter any terms & conditions and provisions laid down in tender document.

Note:

- All terms & conditions and rates have been indicated in the quotation would be presumed to have included in the quoted rates and that the rates are inclusive of all taxes and other terms & conditions are also as per your requirements.
- This forwarding Letter/Undertaking (Annexure-'II') on letter head duly signed and stamped invariably be returned along with tender furnished, failing which the tender shall be rejected.

Yours Sincerely

(Signature with rubber stamp of the bidder with full address & seal)

Witness _____

Witness _____

Witness _____

Witness _____

Annexure – III

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Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare

Ref.F.No. A.12028/02/2019-Estt. dated 17.10.2020

INSTRUCTIONS TO THE BIDDERS

1. General:

1.1 This tender is being invited for integrated housekeeping services under which the Agency shall provide housekeeping services for:

- a) Providing housekeeping services at Main Hospital, Centres, Departments, Hostels, and various other areas including outer areas in the Institute.
- b) Ensuring round the clock cleaning of the premises both internal and external.

This would be achieved through the deployment of suitably equipped, trained and uniformed manpower and any unforeseen requirement that may become necessary to provide housekeeping services.

1.2 The following housekeeping personnel (approximately) are expected /required to be deployed at CIP, Ranchi in above mentioned areas:

Category	Description of Housekeeping Personnel	Total manpower strength
(I)	Facility Manager	01
(II)	Housekeeping supervisors	02
(III)	Housekeeping attendants	60
Total manpower strength		63

NOTE: -

Above mentioned total manpower strength (approximately) may vary during currency of the service contract depending upon the actual requirement.

2. **Eligibility Criteria:-** The eligible bidders need to fulfill the following: -

2.1. Annual average turnover should be Rs. 75 Lakhs or more during last three financial years as under.

Financial Year	Annual Turnover (in lakhs)
2016-17	Rs.
2017-18	Rs.
2018-19	Rs.

Note 1:

Attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be furnished as per format given above on letter head of the House Keeping Agency/ CA duly certified by a registered Chartered Accountant.

Annual returns (ITRs) should also be attached for last three Financial Years i.e. 2016-17, 2017-18 and 2018-19.

2.2 The bidder should have provided or is providing housekeeping services during the LAST FIVE YEARS i.e. January 2015 onward to any Ministry/ Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or any other State or reputed private Hospital/ Hotel/ Airport companies/ private firms under single contract/s (without any break) **VALID FOR ATLEAST ONE calendar year or more** along with Satisfactory Performance Certificate issued by the organization. The bidder should furnish details of entire Housekeeping services provided or is providing prior to submission of the bid. CIP, Ranchi reserves the right to independently verify the performance of the bidders from the organizations whose performance certificates have been submitted. In case of private entity experience, the TDS certificate issued for the said value of the work should be enclosed by the bidder in support of the performance submitted through:



- a) Three service contracts for similar Housekeeping services, each requiring the bidder to deploy not less than 35 Housekeeping Personnel at one location OR
- b) Two service contracts for similar Housekeeping services each requiring the bidder to deploy not less than 45 Housekeeping Personnel at one location OR
- c) One service contract for similar Housekeeping services requiring the bidder to deploy not less than 70 Housekeeping Personnel at one location.

NOTE-2:

- a. Similar Housekeeping services means providing other services like sanitation and other housekeeping services etc.
- b. Work considered should either have been completed/ concluded or should have been more than one-year-old live contract with due extension/s. In case of running contract more than one year old up to date payment made till date of issue of the performance certificate shall be considered.

The performance certificate to be attached by the bidder from the Organization(s)/ Clients should be on Organisation(s)/Clients letter head as per format given below:

FORMAT FOR PERFORMANCE CERTIFICATE

It is certified that M/s. _____ (name of the House Keeping Agency) had provided House Keeping services to _____ (name of the organization) and this premises located at _____ (address of the organization) vide contract/ agreement/ MOU bearing No _____ dated _____ and had deployed _____ (in words) number of housekeeping personnel for housekeeping services at one time in this premises for the period from _____ (date) to _____ (date). The financial component of housekeeping contract for the subject services was Rs. _____ (in words) during the contract. The performance of the firm was satisfactory during the service contract.

Signature of the Organization or its authorized signatory
with name, designation, date and seal

NOTE-3: -

1. The Technical Evaluation Committee may also accept performance certificate in other format mentioning all the contents and its decision shall be final.
 2. Work referred above should be in the name of the firm as a single entity and not aggregates of joint venture firms /associates or cartels.
- 2.3 Manpower on Roll: The bidder should have on its ROLL A MINIMUM OF 100 numbers of manpower engaged in housekeeping services as on the last date of submission of the bid. Relevant documentary proof in form of latest ESI/ EPF contributions deposited to the concerned authorities towards deployment of minimum 100 or more numbers of manpower engaged in housekeeping services only in support shall be submitted thereof.
- 2.4 The bidder should have valid Employees Provident Fund (EPF) Registration Certificate and Code number issued by EPFO authorities in Ranchi. In case the Housekeeping Agency does not have registration with Regional EPF authority in Ranchi, the House keeping Agency should clearly indicate in their bids whether they will be able to get themselves registered with Regional EPFO authority in Ranchi and if so they will also clearly indicate in their bids that how much time they will take to register themselves with EPFO authority in Ranchi from the date of award of this tender/ service contract of CIP, Ranchi.
- 2.5 The bidder should have valid Employees State Insurance Corporation (ESIC) Registration Certificate and Code number issued by ESIC authorities in Ranchi. In case the Housekeeping Agency does not have registration with Regional ESIC authority in Ranchi, the House Keeping Agency should clearly indicate in their bids whether they will be able to get themselves registered with Regional ESIC authority in Ranchi and if so they will also clearly indicate in their bids that how much time they will take to register themselves with

Regional ESIC authority in Ranchi from the date of award of this tender/ service contract of CIP, Ranchi.

- 2.6 The bidder should give an undertaking on their own letter head stating to obtain Labour Licence from the office of Regional Labour Commissioner (Central), Ministry of Labour and Employment, Govt. of India, Ranchi, Jharkhand within 30 days of the award of this tender/ service contract. If bidder fails to obtain the labour licence within the stipulated time, the service contract may be terminated.
- 2.7 The bidder should have valid Goods & Service Tax (GST) Registration Certificate along with an undertaking on their own letter head stating that **upto date returns** have been filed and there is no pendency due with the Department of TRADE & TAXES. The bidder shall also furnish the copies of such returns (**LATEST**) submitted to the concerned Department.
- 2.8 The bidder should have valid PAN/ TAN Number under Income Tax Act.
- 2.9 (a) The bidder shall furnish an affidavit on non-judicial stamp paper of Rs.10/- duly notarized affirming that the firm/ agency has neither been blacklisted and debarred and nor their services have been banned or suspended due to any reason including corrupt and fraudulent practices in the past by any Govt. Departments/ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertaking /Pvt. Institution etc. and there is no any Vigilance/CBI case pending against the firm/agency.
- (b) The bidder shall also furnish an undertaking on non-judicial stamp paper of Rs.10/- duly notarized affirming that:
- I/We_____ (name of the owner of the agency/ authorized representative of the agency with full residential address) on behalf of _____, (Name of the agency with full address) participating in Tender Ref. No. A.12028/02/2019-Estt. dated 17.10.2020 .for deployment of agencies for housekeeping services for different areas for one year extendable upto 3 years on service contract basis at CIP, Ranchi. I/We declare/ affirm herewith that all the particulars/ documents furnished by me/us on behalf of the agency are correct and true to the best of my/our knowledge and belief. I/We also declare/ affirm herewith that no material and information have been concealed and misrepresented by me/us on part of my/our firm against the tender.

NOTE-4:

CIP, Ranchi may terminate the offer/ service contract in case it is observed that the bidder/ housekeeping agency have concealed and misrepresented the facts. The Bid Security/ Performance Security would also be forfeited.

- 2.10 The bidder shall furnish following document/ certificate whichever is applicable, otherwise quotation shall be summarily rejected: -
- A declaration by the proprietor of the firm, in case, the firm is proprietorship firm on non-judicial stamp paper of worth of Rs.100/- duly notarized.
 - An attested copy of partnership deed duly registered by the Registrar of Firms, in case of partnership firm.
 - An attested copy of article of memorandum (incorporation of the firm/ agency) and guidelines duly registered as per company act, in case of Private Ltd./ Ltd. firm with name, photo & signature of all Directors.
- 2.11 Rule 144 (xi) of General Financial Rules (GFRs), 2017
- Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. Competent Authority for the purpose of registration under this order shall be the Registration Committee constituted by the Department for Promotion of industry and Internal Trade (DPIIT)
 - "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
 - 'Bidder from a country which shares a land border with India" for the purpose of this order means :-
 - An entity incorporated, established or registered in such a country; or
 - A subsidiary of an entity incorporated, established or registered in such a country; or
 - An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - An entity whose beneficial owner is situated in such a country; or
 - An Indian (or other) agent of such an entity; or
 - A natural person who is a citizen of such a country; or

- vii) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- d) The beneficial owner for the purposes of (c) above will be as under:
1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means. Explanations:
 - a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company;
 - b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.
 2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
 3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 4. Where no natural person is identified under 1 or 2 or 3 above, the beneficial owner is the relevant natural person who holds the position of senior managing official
 5. In case of trust, the identification of beneficial owners(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- e) An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- f) The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.
- g) The bidder has to give an undertaking in **Annexure-XIII** stating **"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that the bidder fulfills all requirements in this regard and is eligible to be considered."** [Where applicable, evidence of **VALID** registration by the Competent Authority shall be attached.]
- 2.12 Public Procurement (Preference to Make in India) Order, 2017: Eligibility of Class 'I' local supplier/'Class-II local supplier'/'Non-local suppliers' for different types of procurement
- (a) Definitions: For the purpose of this order
- a) 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry (Ministry or Department identified pursuant to this order in respect of a particular item of goods or services or works), be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.
 - b) 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this order.
 - c) 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this order.
 - d) 'Non-local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under this order.
 - e) 'L1' means the lowest tender or lowest bid or the lowest quotation received in a tender, bidding process or other procurement solicitation as adjusted in the evaluation process as per the tender or other procurement solicitation.
 - f) 'Margin of purchase preference' means the maximum extent to which the price quoted by a 'Class-I local supplier' may be above the L1 for the purpose of purchase preference
 - g) 'Work' means all works as per Rule 130 of GFR- 2017 and will also include 'turnkey works'
- (b) A supplier or bidder shall be considered to be from a country if (i) the entity is incorporated in that country, or (ii) a majority of its shareholding or effective control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India."
- (c) In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has

communicated that there is sufficient local capacity and local competition only 'Class-I local supplier', as defined under the Order, shall be eligible bid irrespective of purchase value.

- (d) In procurement of all goods, services or works, not covered by Para (b) above, and with estimated value of purchases less than Rs. 200 Crore, only 'Class-I local supplier' and 'Class-II local suppliers', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued.
- (e) For the purpose of this Order, works includes Engineering, Procurement and Construction (EPC) contracts and services include System Integrator (SI) contracts.
- (f) The 'Class-I local supplier'/ 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- (g) Such bidders shall furnish following undertaking from the bidder on their letter head along with their techno-commercial bid. The undertaking shall become a part of the contract.

"We _____ (Name of Bidder) undertake that we meet the mandatory minimum Local Content (LC) requirement i.e. _____ for claiming purchase preference linked with Local Contents under the Govt. policy against under tender no. _____."

- (h) The margin of purchase preference shall be 20%.
- (i) The minimum local content will be 100% for the purpose of this NIT.

(j) Procedure for preference to Make in India

- a. Subject to the provisions of this order and to any specific instruction issued by the Nodal Ministry or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by procuring entities in the manner specified here under
- b. In the procurements of goods or works, which are covered by para (d) above and which are divisible in nature, the 'Class-I local supplier shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure
 - (a) Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 - (b) If L1 bid not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Therefore, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price failing within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- c. In the procurements of goods or works, which are covered by (d) above and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - (a) Among all qualified bids, the lowest bid will be termed as L1, if L1 is 'Class-I local supplier', the contract will be awarded to L1.
 - (b) If L1 is not 'Class-I local supplier, the lowest bidder among the 'Class-I local supplier, will be invited to match the L1 price subject to Class-I local supplier's quoted price failing within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 - (c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
- d. 'Class-II local supplier' will not get purchase preference in any procurement, undertaken by procuring entities.

3. Qualification of the Bidders:-

- 3.1. The bidder to qualify for award of service contract has to submit a written power of attorney authorizing the signatories of the bid to participate in the bid and also signing the service contract.
- 3.2. The bidder must submit copies of all relevant documents only in accordance with tender requirements, duly self- attested & seal along with technical bid.
- 3.3. The bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this service contract. They will have to 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 tender price will not include any such amount. If, CIP, Ranchi subsequently finds any such evidence to the contrary, it reserves the right to declare the Bidder as non-compliant and declare any service contract if already awarded to the Bidder null and void.
- 3.4. Canvassing or offer of an advantage or any other inducement by any person with a view to influence acceptance of a bid will be an offence under Laws of India. Such action shall result in the rejection of the bid, in addition to other punitive measures.

4. **One Bid Per Bidder:** - Each bidder shall submit only one bid.

5. **Cost of Bid:** - The bidder shall bear all costs associated with the preparation, methodology study and submission of his bid and CIP, Ranchi shall in no case be responsible or liable for those incurred costs, regardless of the conduct or outcome of the tender process.

6. **Visit to Department:** - The bidder is advised to visit and acquaint himself with the operational system. The costs of such visit and survey shall be borne by the bidder. It shall be deemed that the Housekeeping Agency has undertaken a visit to the work site and is aware of the operational conditions prior to the submission of their bids.

7. Tender Documents:

7.1. Contents of Tender Documents.

- 7.1.1. The tender invitation document has been prepared for the purpose of inviting tenders for outsourcing housekeeping services. The tender document comprises of:
 - (a) Notice Inviting Tender for Housekeeping Services (**Annexure-'I'**)
 - (b) Forwarding Letter/ Undertaking to be submitted on letter head (**Annexure-'II'**)
 - (c) Instructions to the Bidders (**Annexure-'III'**)
 - (d) General Terms and Conditions of the Service Contract (**Annexure-'IV'**)
 - (e) Tender form for providing Housekeeping Services (**Annexure-'V'**)
 - (f) Scope of Work of the Housekeeping Agency (**Annexure-'VI'**)
 - (g) Form of Bank Guarantee for Bid Security (**Annexure-'VII'**)
 - (h) Form of Service Contract Agreement for Outsourcing Housekeeping Services (**Annexure-'VIII'**)
 - (i) Form of Bank Guarantee for Performance Security (**Annexure-'IX'**)
 - (j) Check list for furnishing required documents/ certificates along with Technical Bid (**Annexure-'X'**)
 - (k) Financial Bid Performa for Housekeeping Services (**Annexure-'XI'**)
 - (l) List of Statutory Laws/ Acts enacted by Central Govt. /State Govt. to be complied by the Housekeeping Agency (**Annexure-'XII'**)
 - (m) Undertaking from bidder as mentioned in section 2.11 (g) of Annexure-III (**Annexure-'XIII'**)
 - (n) Undertaking from bidder as mentioned in section 2.12 (e) of Annexure-III (**Annexure-'XIV'**)

7.1.2. The bidder is expected to examine and understand all instructions, forms and terms & conditions laid down in tender document. Failure to furnish all information contained in tender document or submission of a tender not substantially responsive to the tender document in all respects will be at the bidder's risk and may result in rejection of his bid.

7.1.3. The bidder shall not make any alteration, erasure or obliteration to the text of the tender document.

7.2. Clarification of tender documents:-

7.2.1. The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the office of the Administrative Officer, CIP, Ranchi.

7.2.2. Except for any written clarification by CIP, Ranchi which is expressly stated to be an addendum to the tender document issued by the Office of the Administrative Officer, CIP, Ranchi no written or oral communication, presentation or explanation by any other employee of CIP, Ranchi shall be taken to bind

or fetter the CIP, Ranchi under the service contract.

8. Preparation of Bids:

- 8.1. Language:** - Bids and all accompanying document shall be in English or in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.
- 8.2. Documents Comprising the Bid:** Tender document issued for the purposes of tendering as described in Clause 7.1 and any amendments issued shall be deemed as incorporated in the bid.
- 8.2.1. The bidder shall, on or before the date given in the Notice Inviting Tender, submit his bid in sealed envelopes clearly marked with the name of the tender.
- 8.2.2. One copy of the tender document and addenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same by the bidder.
- 8.2.3. Bid shall be addressed to the Administrative Officer, CIP, Ranchi and should be submitted in the Office of Administrative Officer, CIP, Ranchi at the address given in the bid document.

8.3. Bid Prices:

- 8.3.1. The bidder shall quote the rates in Indian Rupees for the entire service contract for 1 year on a 'single responsibility' basis such that the tender price covers Housekeeping Agencies all obligations including obligations under statutory laws with respect to housekeeping personnel such as Minimum Wages, EPF (including Employer's/Employee's share of cont. for Provident Fund, Pension Fund, EDLI, Admn. Charges etc.) ESI, Uniform Allowance, service charges, all kinds of taxes etc. which should be clearly stated by the Housekeeping Agency. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.
- 8.3.2. The rates quoted by the bidder shall be inclusive of GST at present @18% or as applicable in the prescribed financial bid format at **Annexure-'XI'**.
- 8.3.3. Conditional bids/ offers will be summarily rejected.

8.4. Currencies of Bid and Payment:-

- 8.4.1. The bidder shall submit his financial bid/ offer in Indian Rupees and payment under this service contract will be made in Indian Rupees.

- 8.5. Duration of the Service Contract:-**The service contract shall be valid initially for a period of one year and CIP, Ranchi reserves the right to extend the validity of service contract on the same rates and terms & conditions for upto three years subject to reviewing of satisfactory performance of the respective Housekeeping Agency by the CIP administration.

8.6. Bid Security:-

- 8.6.1. The bidder shall deposit Bid Security for an amount of Rs. 3.5 Lakh in the form of Fixed Deposit Receipt from a scheduled bank or Bank Guarantee from a scheduled bank in an acceptable form at Annexure-'VII' in favour of the "Director, CIP, Ranchi" along with the technical bid. The bid security will remain valid for a period of forty-five days beyond the final bid validity period of 6 months. Cheque/Cash/Postal Order/ Pay Order/ Demand Draft is not acceptable at all. No interest shall be payable on the Bid Security. Bid security deposited against other bids cannot be adjusted or considered for this bid. The bidder shall also furnish following information on letter head invariably along with bid security are as under:
- i) Name of the Beneficiary
 - ii) Bank Account Number of the beneficiary
 - iii) Name of Bank with full address
 - iv) IFSC Code of the Bank/ Branch
 - v) Permanent Account Number (PAN)
 - vi) GST Registration Number
- 8.6.2 Any tender not accompanied by bid security shall be rejected.
- 8.6.3 Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the service contract.
- 8.6.4. Bid security of the successful bidder shall be returned on receipt of Performance Security and after signing the service contract agreement.
- 8.6.5. Bid security shall be forfeited if the bidder withdraws or modifies his bid (unless with consent of CIP, Ranchi) during the period of tender validity.
- 8.6.6. Bid security shall be forfeited if the successful bidder refuses or neglects to execute the service contract or fails to furnish the required Performance Security within stipulated time frame by CIP, Ranchi.



8.7. Format and Signing of Bid: -

- 8.7.1. The bidder shall submit one copy of the complete tender document (except Annexure-‘XI’) along with forwarding letter/ undertaking (Annexure-‘II’) on letter head and addenda/ corrigendum, if any, thereto with each page of these document duly signed and stamped to confirm the acceptance of the terms & conditions of tender document in all respects by the bidder.
- 8.7.2. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.
- 8.7.3. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by CIP, Ranchi or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

8.8. Submission of Bids: -

- 8.8.1. A two envelope bidding procedure shall be followed. The bid would be sealed and duly super scribed as “**Bid for outsourcing of Housekeeping Services at CIP**”, tender no., name of work, name of firm and date of opening of bid and shall contain two separate & distinct envelopes marked as ‘**ENVELOPE-1**’ & ‘**ENVELOPE-2**’

• ENVELOPE 1

Shall be marked as “**Technical Bid for outsourcing of housekeeping services at CIP**”, and shall include the following documents/enclosures:

- a) Covering Letter including Checklist as per the prescribed format at Annexure-‘X’
- b) Bid Security in the form of a FDR deposit receipt or a Bank Guarantee from a scheduled bank as per the prescribed format at Annexure-‘VII’
- c) Power of Attorney for signing of Bid & Service Contract as specified in Clauses 3.1.
- d) A copy of the complete set of Tender Document (excluding Annexure-‘XI’) along with forwarding letter/ undertaking (Annexure-‘II’) on letter head and addenda/ corrigendum, if any with each page initialed by the Authorized Signatory as a token of acceptance.
- e) All the documents as per the Check List at Annexure-‘X’)

• ENVELOPE 2

Shall be marked as “**Financial Bid for Outsourcing of House Keeping Services at CIP**” and shall consist of the Financial Bid. The Financial Bid should be as per format specified at Annexure-‘XI’ duly filled in figures and words with each page of these document duly signed and stamped to confirm the acceptance of the terms & conditions of tender document in all respects by the bidder.

- 8.8.2. Bids in the manner mentioned in Clause No.8.8.1 above, sealed & marked separately shall be placed in one outer envelope sealed and duly superscribed as “**Bid for outsourcing of Housekeeping Services at CIP**” with tender no., name of work, name of firm and date of opening of bid. The outer envelope must bear the name, address and telephone no. of the bidder to facilitate return of the envelopes unopened, if required.
- 8.8.3. All the envelopes should be sealed and if the outer envelope is not sealed and marked as required by Clause 8.8.2, CIP, Ranchi will not assume any responsibility for the bid’s misplacement or premature opening of the contents of the bid submitted and consequent losses, if any, suffered by the bidders.
- 8.8.4. Bids submitted by fax, telex, telegram or email shall not be entertained and shall be rejected.
- 8.8.5. All the sealed covers shall be addressed to the Director, CIP, Ranchi and will be put in the Tender Box which is available in the office of the Administrative Officer, CIP, Ranchi.
- 8.8.6. Tender Validity: The tender shall remain valid and open for acceptance for a period of 6 months from the last date of submission of the tender.

8.9. Late and Delayed Tenders: -

- 8.9.1. Bids must be received in CIP, Ranchi at the address specified above not later than the date and time stipulated in the NIT. CIP, Ranchi may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of CIP, Ranchi and the bidder will be the same.
- 8.9.2. Any bid received by CIP, Ranchi after the deadline for submission of bids as specified in NIT, shall not be considered and will be returned unopened to the bidder.

8.10. Bid Opening and Evaluation: -

- 8.10.1. The authorized Representative(s) of CIP, Ranchi will open the bids received at the date and time

specified in bid document at the address mentioned in Clause 8.8.5 in presence of the bidder's representatives who may choose to attend the opening. Envelope 1 of the Bid will be opened first by the Authorized Representative(s). The bidder's representative, who desires to attend the opening, shall bring an authority letter and sign the attendance sheet as a proof of his attendance. The names of all bidders who have submitted bids will be read out and other such details as CIP, Ranchi at its discretion may consider appropriate, will be announced at the opening.

- 8.10.2 Prior to opening of Envelope-2 (Financial Bid), the CIP, Ranchi will determine whether each Technical Bid (Envelope-1 and & contents thereof) is '**responsive**' to the requirements of the tender. A bid shall be considered '**responsive**' only if:
- (a) It is received as per the prescribed format;
 - (b) It is received by the Bid Due Date as specified in the NIT including any extension thereof;
 - (c) It is signed, sealed and marked as stipulated in Clauses No. 8.7. & 8.8.
 - (d) It is accompanied by the Bid Security as specified in Clause No. 8.6.
 - (e) It is accompanied by the Power(s) of Attorney as specified in Clauses 3.1 and 8.8.1(c), as the case may be;
 - (f) It contains all the information and documents (complete in all respects) as requested in tender and or/ bidding documents (in formats same as those specified);
 - (g) It does not contain any condition or qualification; and
 - (h) It is not non-responsive in respect of terms and conditions specified in tender document.
 - (i) All document as per check list at Annexure-'X'
 - (j) It is accompanied by the tender fee as per NIT.
- 8.10.3 CIP, Ranchi reserves the right to call for any documents/ clarification during the process for checking of responsiveness of bid and to reject any bid which is nonresponsive and no request for alteration, modification; substitution or withdrawal shall be entertained by the Authorized Representative(s) in respect of such bid.
- 8.10.4 CIP, Ranchi may waive any minor infirmity, nonconformity or irregularity in a bid that does not constitute a material deviation, and that does not prejudice or affect the relative position of any bidder, provided it conforms to all the terms, conditions of the tender document without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one
- i) That affects in any substantial way the scope, quality or performance of the service contract;
 - ii) That limits in any substantial way, inconsistent with the tender document, Authority's rights or the selected bidder's obligations under the service contract; or
 - iii) Whose rectification would unfairly affect the competitive position of other bidders who are presenting responsive bids.
- 8.10.5 It is clarified that the selection of the Successful Bidders shall be subject to the verification of Bank Guarantee and scrutiny of other relevant documents as stipulated in this tender document, that the bidders has submitted.

8.10.6 Total evaluation shall be done based on the QCBS as detailed and illustrated in Clause 8.10.9.

- 8.10.7 The date and time for opening of Financial Bids shall be separately communicated to the eligible bidders. Each eligible bidder's representative, who desires to attend the opening, shall bring an authority letter and sign the attendance sheet as a proof of his attendance. Each eligible bidder's name, bid price, and other such details as the Authorized Representative(s) may consider appropriate, will be announced at the opening.
- 8.10.8 CIP, Ranchi will evaluate and compare the bids previously determined to be eligible and responsive. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of errors, the bid will be rejected.

8.10.9 Quality cum Cost Based Selection (QCBS) Procedure:

The final tender evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to financial evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation.

Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Criteria (Max Score)			
Total years of experience in the field of House	<3 Years	3 to 5 Years	More than 5 Years

Keeping Services (Determined from details submitted by the bidder under Clause 2.2) (18 marks)	06 marks	12 marks	18 marks
Total Average Annual turnover in the Business of providing Housekeeping Services Determined from details submitted by the bidder under Clause 2.1 (18 marks)	<1 Cr.	1 Cr. to 2 Cr.	More than 2Cr.
	06 marks	12 marks	18 marks
Total number of manpower (Determined from Form 9A, EPF & 5-Return of Contribution to ESI) provided by the bidder under Clause 2.3 (18 marks)	<120	120 to 200	>200
	06 marks	12 marks	18 marks
Quantum of services satisfactorily provided under a single contract (To be determined from details provided by the bidder in Clause 2.3) (18 marks)	<150 Housekeeping personnel	150 – 250 Housekeeping personnel	>250 Housekeeping personnel
	06 marks	12 marks	18 marks
Work plan presentation (Total 28 marks)	15 to 20 minutes presentations on proposed work plan, work performance in the past, training of housekeeping personnel, safety protocols, good practices and innovations, etc. The agency may visit the institute and work places with permission of CIP authority.		
	28 marks		

Illustration 1 (for Technical Weightage):

If a bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation score shall be: 56 i.e. {80 x 70%}

Financial Bid Evaluation Criteria:

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% X 100).

Total Score of Bid Evaluation:

Illustration 2:

If, the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 86 i.e. (56 Technical Score+ 30 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3)}$

Illustration 3:

If the bidder at Illustration 1 is L2 bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under

$30 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 24$ (financial score) Therefore L2 bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

9. Selection of the Bidders:

The following formula will be applied for the determine the successful

bidder: $Q = [(L1/L) \times 0.30 + T \times 0.70]$

L1 = financial bid of lowest bidder

L = bid value for evaluation or current financial

bid T = technical bid score out of 100

Q = Final score

The bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder as determined by QCBS.

- 9.1.1 Subject to the provisions of Clause 9.2, the bidder who gets maximum of total of technical evaluation score and financial evaluation score as indicated in terms of Clause No.8.10.9 shall be declared as the **"Selected Bidder"** (i.e. L-1).
- 9.1.2 In the event that two or more bidders get same score in QCBS method, (the **"Tie Bidders"**), CIP, Ranchi shall identify the Selected Bidder by draw of lots, which shall be conducted, with prior notice, in the presence of the Tie Bidders who choose to attend.
- 9.2. Right to accept any Bid and to reject any or all Bids:-**
- 9.2.1. CIP, Ranchi is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.
- 9.2.2. CIP, Ranchi may terminate the offer/ service contract if it is found that the Selected Bidder is black listed/debarred on previous occasions by any of the Govt. Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.
- 9.2.3. CIP, Ranchi may terminate the service contract in the event the successful bidder fails to furnish the Performance Security or fails to execute the service contract.

10. Award of the Service Contract:-

- 10.1.1. CIP, Ranchi will award the service contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the service contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 10.1.2. CIP, Ranchi will communicate the successful bidder by Facsimile/Fax confirmed by letter transmitted by Registered post that his bid has been accepted. This letter (**hereinafter and in the condition of service contract called the "Letter of Award/Acceptance"**) shall prescribe the amount which CIP, Ranchi will pay to the Housekeeping Agency in consideration of the execution of work/ services by the Housekeeping Agency as prescribed in the service contract.
- 10.1.3. The successful bidder will be required to execute their works/ services under service contract within a period of 30 days from the date of issue of Letter of Award/ Acceptance or as per direction of CIP, Ranchi.
- 10.1.4. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of 'Letter of Award/Acceptance' for an amount equal to **10% (TEN PERCENT)** of the total value of the service contract, in the form of Fixed Deposit Receipt from a scheduled bank, or Bank Guarantee from a scheduled bank in an acceptable form at Annexure-'IX' in favour of the **"Director, CIP, Ranchi"**. The Performance Security shall remain valid for a period of 180 days beyond the date of completion of all contractual obligations. Initially, the Performance Security shall be valid for a period of 18 months. In case, service contract is extended for further period under Clause 8.5, the validity of Performance Security shall also be extended by the Housekeeping Agency accordingly. Failure to furnish performance security within stipulated time frame would entail forfeiture of bid security of the bidder and cancellation of the service contract.
- 10.1.5. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award of service contract and forfeiture of bid security.



**Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare**

Ref.F.No. A.12028/02/2019-Estt. dated 17.10.2020

GENERAL TERMS AND CONDITIONS OF THE SERVICE CONTRACT

1. The Housekeeping Agency shall abide by and comply with all the relevant labour laws and statutory requirements which is notified by the Central Government/ Government of Jharkhand from time to time with regard to the Housekeeping personnel engaged by the contractor for Housekeeping services at CIP, Ranchi as mentioned in **Annexure XII**.
It will be the responsibility of the Housekeeping Agency to provide details of manpower deployed by him to CIP, Ranchi and to the local office of the Labour Department in Ranchi.
2. The Housekeeping personnel deployed at CIP, Ranchi shall be the employees of the Housekeeping Agency and all statutory liabilities such as EPF (including Employer's/Employee's share of contribution/ subscription for Employees Provident Fund, Pension Fund, EDLI, Admn. Charges etc.), ESI, Workmen's Compensation as per relevant statutory Act, etc. shall be paid by the Housekeeping Agency. The Housekeeping Agency will have to deposit the proof of depositing employer's/ employee's share of contribution towards EPF & ESIC (including Employer's/Employee's share of contribution for Provident Fund, Pension Fund) of each employee in every month along with the monthly wage bill submitted by the contractor. The documentary proof of EPF, ESI contributions to concerned authorities should be submitted clearly indicating therein individual name of housekeeping personnel instead of a consolidated statement of documentary proof of EPF, ESI contributions, which should be avoided. The list of staff to be deployed shall be made available to CIP, Ranchi and if any change is required on part of CIP, Ranchi a fresh list of staff shall be made available by the Housekeeping Agency after each and every change. However, Institute would not propose frequent change of Housekeeping personnel deployed on particular locations. The Housekeeping Agency shall abide by and comply with all the relevant laws and statutory requirements covered under various labour laws such as Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, EPF Act, 1952, ESI Act, 1948, and various other Acts as applicable from time to time with regard to the Housekeeping personnel engaged by the Housekeeping Agency at CIP, Ranchi. The Housekeeping Agency shall also provide IP number allotted by ESIC authorities to each Housekeeping personnel deployed by them at CIP, Ranchi within one month after execution of this service contract.
The bidder has to obtain the Labour Licence from the office of Regional Labour Commissioner, (Central) Ministry of Labour and Employment, Ranchi (Jharkhand) within 30 days of the award of this tender/ service contract. If bidder fails to obtain the Labour Licence within the stipulated time, the service contract may be terminated.
3. It shall be the duty of the Housekeeping Agency to get EPF code number allotted by Regional Provident Fund Commissioner against which the EPF subscription/ deducted from the payment of the employees engaged and equal amount of contribution from employer's should be deposited with the respective EPF authorities within 7th day of every month. Particulars of the employees engaged at CIP, Ranchi for housekeeping services are required to be submitted to CIP, Ranchi. In case, the Housekeeping Agency fails to remit employee's/ employer's share of contribution towards EPF subscription etc. within the stipulated time frame, the Director, CIP, Ranchi is entitled to recover equal sum of money from any payment due or accrue to the Housekeeping Agency under this service contract, with information to RPF, duly furnishing particulars of Housekeeping personnel engaged at CIP, Ranchi. No subscription for EDLI will be deducted from the payment of the employees under EDLI Provisions. The Housekeeping Agency shall also provide EPF/Universal Account number allotted by concerned authorities to each Housekeeping personnel deployed by them at CIP, Ranchi within one month after execution of this service contract and will do so every month while submitting the bills.
4. The Housekeeping personnel shall for the purposes of this service contract be the employees of the Housekeeping Agency who will be responsible to provide all fringe benefits viz. EPF, ESI facilities, weekly offs, uniform allowance etc. to them. Any Housekeeping personnel of the Housekeeping Agency deployed for CIP duty under this service contract will not file any legal claim under provisions of Industrial Dispute Act and Contract Labour Act against CIP, Ranchi as they are not employees of CIP, Ranchi. The Contractor at all times should indemnify CIP, Ranchi against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947;



Maternity Benefit Act, 1961 or any modification thereof or any other law relating thereto and rules made hereunder from time to time. CIP, Ranchi will not own any responsibility in this regard.

5. The antecedents of every Housekeeping staff deployed at CIP, Ranchi shall be verified by the Housekeeping Agency from local police authority of the place where the concerned person (Housekeeping Personnel) is residing for last 5 years and an undertaking in this regard has to be submitted by the Housekeeping Agency to CIP, Ranchi and in instance of non-compliance, necessary punitive measure shall be initiated by CIP, Ranchi. Employment of child labour will lead to the termination of the contract. The Contractor must also ensure that they are of decent character, sound health and possess general abilities to carry out the required works and are also able to read instructions written in Hindi. The Contractor shall be fully responsible for the conduct of his staff.

6. Payment and Biometric Attendance Systems:

The payment of wages to the Housekeeping personnel will be mandatorily linked to CIP, Ranchi provisioned Biometric System. The Housekeeping Agency will additionally maintain an Attendance register in which day to day deployment of Housekeeping personnel will be recorded and the same should be verified by the Administrative officer, CIP, Ranchi on closing of each day. In case any Housekeeping personnel are unable to mark their attendance due to un-avoidable reasons in the biometric system, the Housekeeping Agency shall get the same certified with recorded reasons by Facility Manager before the end of their shift on the same day, vetted by the Administrative officer CIP on same day and submit a copy of the same for reconciliation during verification of bills. In case, non-functional of Biometric System due to any technical fault or the recorded data from Attendance Register of the housekeeping personnel will be taken into account for processing of bills in all respects for making the payment.

CIP, Ranchi Computer Facility shall forward the captured biometric attendance to Facility Manager by the 3rd day of every month who shall verify the same and forward it to the Housekeeping Agency by the 5th day of every month for raising their bills latest by 7th day of every month. After verification of bills and deductions of cumulative penalties by Housekeeping Agency, the same shall be sent to CIP Administration for vetting as per terms & conditions laid down in service contract provisions. After that, Facility Manager shall forward the complete bills in all respect to competent authority for sanction of amount. After taking approval of the competent authority, Facility Manager shall forward the bills to Finance Division of CIP for making payment to the Housekeeping Agency latest by 15th day of every month. The Housekeeping Agency shall disburse the wages to its staff deployed at CIP, Ranchi by 7th day of every month through ECS irrespective of the status of payment of current bill submitted by the agency. The process of compilation, verification and clearing of bills shall be centralised and Facility Manager shall be the responsible authority. In case the bill is not in order the same will be returned to the contractor for rectification, CIP, Ranchi will not be responsible for any delay on this account. However, the housekeeping agency has to make payment to the workers on or before 7th day of every month without fail and payment of wages is not linked to the clearance of the bill by CIP, Ranchi. However, endeavor shall be made to make the payment to the agency on time.

No other claim on whatever account shall be entertained by CIP, Ranchi. The Housekeeping Agency shall make payment of monthly wages to the deployed housekeeping personnel by ECS only. In event it has been found that there is irregular payment (no payment or less payment) to housekeeping personnel, action including cancellation of contract may be taken.

While submitting the monthly bill for housekeeping services, the Contractor shall submit the following Documents:

- a) Self-Attested copy of attendance sheet in respect of the persons deployed for the billing month duly signed by the workers and vetted by the Administrative Officer, CIP, Ranchi.
- b) Self-Attested copy of Electronic Clearing System statement for credit of wages to bank accounts of Housekeeping Personnel along with bank account statement proof duly mentioning the name of each housekeeping personnel and their respective wages for the previous month for which the bill is claimed.
- c) Self-attested copy of wage register.
- d) ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____(date) (copy of online generated list and the challan to be enclosed) . The documentary proof of ESI contributions to concerned authorities should be submitted clearly indicating therein individual name of housekeeping personnel deployed in CIP.
- e) EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____(date) (copy of the Challan and online generated list to be enclosed). The documentary proof



of EPF contributions to concerned authorities should be submitted clearly indicating therein individual name of housekeeping personnel deployed in CIP.

- f) Proof of payment of GST for re-imbusement showing the specific amount paid in respect of services provided at CIP, Ranchi . GST as applicable will be reimbursed on production of proof of payment.
 - g) Certificate from the Contractor stating that he has complied with all Labour laws, fulfilled all statutory conditions in respect of the Housekeeping Services during the period of the Bill and cleared all the due in respect of the housekeeping personnel deployed in the CIP, Ranchi for the previous month. Wage payments have been made to the housekeeping staffs as per approved wages, acquaintance roll and all labour laws obligations have been complied with including payment of over time allowance. The Housekeeping Agency has to submit adequate documentary proof of depositing EPF, ESI contributions and GST of preceding month in concerned authorities along with bills. Documentary proof of EPF, ESI contributions should be in individual name of housekeeping personnel. The agencies which do not provide proof of payment of statutory dues, their contract will be terminated by giving three months advance notice.
 - h) Performance certificate of the deployed housekeeping personnel from respective departments.
7. The Housekeeping Agency shall provide Salary Slip/ Wage Slip to all the housekeeping personnel engaged in CIP every month under the statutory provision of labour laws. The Salary Slip/wage slip should display at least the following details:
- a) Name of the housekeeping Agency
 - b) Name of the housekeeping personnel
 - c) Father's name of the housekeeping personnel
 - d) Nature of work
 - e) Employee Code (issued by the housekeeping Agency)
 - f) ESI Number of the housekeeping personnel
 - g) EPF Number of the housekeeping personnel
 - h) Statutory deductions details (ESIC & EPF)
 - i) No. of days worked
 - j) BASIC Wages
 - k) Amount of Overtime
 - l) Gross wages
 - m) Net wages
8. The wage of workers for last month credited to their Bank Account and date of credit and the details of payment along with bank Account No. are to be maintained and submitted by the Agency to the Administrative Officer, CIP along with details of deduction and payment in respect of ESI/ EPF/ GST/ other statutory dues in previous month and date of such deposit (Copy of challan to be enclosed). No cash payment is permissible & such payments are to be treated at par with non payment of wages. There must be no deviation whatsoever in this regard. If any money shall, as the result of any instructions from the Labour Authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by CIP, Ranchi such money shall be deemed to be payable by the House Keeping Agency to CIP, Ranchi within seven days. CIP, Ranchi shall be entitled to recover the amount from the Payment Challan submitted by the Housekeeping Agency by deduction from money due to the Housekeeping Agency or from their Performance Security. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Housekeeping Agency for carrying out job of this service contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the CIP, Ranchi may, failing payment of the said money by the Housekeeping Agency, make payment of such claim on behalf of the Housekeeping Agency to the said Labour Authorities and the sums so paid shall be recoverable by the CIP, Ranchi from the Housekeeping Agency by deduction from money due to the Housekeeping Agency or from the Performance Security.
9. In case of any dispute with the Housekeeping Agency, at least 80% of the payment against the verified bills raised by the Housekeeping Agency shall be released by CIP, Ranchi against deposition of a bank guarantee for an equivalent amount to ensure payment of salaries of housekeeping personnel till such time the dispute is resolved. The Housekeeping Agency shall ensure that all staff deployed must have valid Bank Account and payment to be made through their accounts every month. Certified copy of payment has to submit along with bills by 15th of every month. The Housekeeping Agency shall furnish details of the Bank with valid Bank Account Numbers of each housekeeping personnel who would be

deployed at CIP, Ranchi within one month of Letter of Award.

10. The wages will be paid for deployment of actual numbers of housekeeping personnel on CIP, Ranchi on duty as per adequate proof thereof. The said wages shall be for 26 days for a month of 30 days with 4 (four) paid Offs in a month. The Minimum wages shall be as per the wage rates notified by Chief Labour Commissioner (Central), New Delhi, Ministry of Labour & Employment, Govt. of India from time to time. The approved Housekeeping shall not be entitled to any increase in the approved rates till expiry of the service contract. However, any revision in minimum wages by Central Government , CLC(C) and any amendment in ESI Act, EPF Act, statutory obligations and taxes/ levies notified by concerned Government authorities during currency of the service contract, would be considered proportionately in written request of the Housekeeping Agency well in time with support of adequate documentary proof like copy of Government Notification/ Orders from time to time for passing it on fully to the housekeeping personnel against actual number of housekeeping personnel deployed by the Housekeeping Agency subject to audit check by CIP,Ranchi etc. as and when required. The Contractor shall give leave/holiday to its workforce as per the provisions of applicable labour laws It is the responsibility of the contractor to give **weekly off and other holidays** as per rules to the personnel deployed under him, and see that the deployment of the required numbers of manpower & supervisors on all days . The number of housekeeping personnel required on holidays and Sundays may vary from the regular requirement. For this purpose before deployment of housekeeping personnel on holidays and Sundays, the agency will access the actual requirement of personnel on these days from CIP Administration.
11. The housekeeping agency shall maintain necessary record and registers as per the statutory labour laws applicable to the housekeeping staff deployed in CIP like Employee Register, Wage Register, Attendance Register, & Wage Slip etc under contract labour (regulation & abolition) Act , 1970, Minimum Wages Act, 1948 etc. The contractor shall also make available such returns/records for inspection by the person authorized by Director, CIP, Ranchi. The Housekeeping Agency shall submit attendance sheet duly mentioning the names of each housekeeping personnel vetted by the Administrative Officer, CIP along with the monthly wages bill.
12. There shall be eight hours duty in general and the shift duty timings will be decided by CIP, Ranchi from time to time. CIP, Ranchi has the right to split the eight hour duty of the House Keeping personnel as per requirement keeping the patient care services of the hospital in view. Prolongation of the duty hours (more than 8 hrs. at a stretch) shall not be permitted in general. In exceptional cases such as any emergency like disaster, any CIP's functions, agitation, epidemic etc. duty hours of any housekeeping personnel may stretch more than 8 hours with the prior consent of Administrative Officer, CIP subject to the condition that extra duty hours of overtime should not exceed 4 hours a day. The wages of over time allowance will be calculated as per Labour laws in vogue taking into account Basic plus VDA + Service Charges + GST as applicable only.
13. The Housekeeping agency shall display at a conspicuous place of CIP mentioning the following in Hindi & English:
 - a) Rates of wages
 - b) Hours of Work
 - c) Deadline of payment of work
 - d) Wage Period
 - e) Name and addresses of the inspectors having jurisdiction.
 - f) Date of payment of un-paid wages.
 - g) Copy of labour license.
14. The Housekeeping Agency has to intimate and submit the date of commencement/completion of contract work awarded to the Labour inspector, Ranchi.
15. The Housekeeping Agency has to provide rest rooms to the housekeeping personnels who are required to halt at night in connection with the working of CIP, Ranchi within 15 days of commencement of employment in CIP, Ranchi.
16. The payment of bonus as per rule will be applicable.
17. Failure to comply with statutory provisions will attract immediate termination of the Contract. Liability if any arising out of non-compliance with the statutory provisions will not be borne by CIP, Ranchi and it will be sole responsibility of the contractor.
18. The Contractor should ensure to maintain required no. of manpower and also arrange a pool of reserve housekeeping staff/ supervisor. In case any housekeeping staff/supervisor absences from the duty, the reliever of equal category shall be provided by the Contractor from an existing pool of housekeeping staff. The number of manpower required is likely to increase or decrease depending upon the actual requirement.

Failure to comply with the requirement will attract disqualification of the House Keeping Agency.

19. Adequate supervision shall be provided to ensure optimal performance of the said housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties (represented by authorized persons). In order to exercise effective control and supervision over the housekeeping staff of the Agency deployed, the supervisory staff (facility manager /Supervisors) will patrol their areas of responsibility.
20. All necessary reports and other information will be supplied immediately to the Administrative Officer, CIP by the facility manager and regular meetings will be held with Administrative Officer, CIP in this regard.
21. The Housekeeping Agency and its staff shall take proper and reasonable precautions to prevent any loss, destruction, waste or misuse of the areas for which the responsibility has been given to them by CIP, Ranchi and shall not knowingly lend to any person or company any of the effects of CIP, Ranchi under its control. Housekeeping staff should be conversant with the layout of the building, fire safety system along with telephone Nos. of nearest Police Station, Fire Station, Hospital, Estate Officer, Care-Taker etc. The personnel engaged have to be polite, courteous, disciplined and firm in dealing with staff and public. The housekeeping personnel in no condition shall accept any gratitude or reward in any shape.
22. The training of the Housekeeping personnel deployed at CIP, Ranchi shall be the responsibility of the Housekeeping Agency. The Housekeeping Agency will ensure that all Housekeeping personnel provided to CIP, Ranchi would have undergone training before deployment in CIP, Ranchi and it is the responsibility of the Housekeeping Agency to train the housekeeping personnel deployed in CIP time to time.
23. In the event of any damage, theft or loss of property and equipment of CIP, Ranchi including that of its staff in areas where the Housekeeping Agency's personnel were deployed Housekeeping Agency shall be liable to pay compensation for both the financial loss and associated punitive damages that may be imposed on them by a Committee constituted by the Director, CIP, Ranchi if after a detailed enquiry, the said Committee holds the Housekeeping Agency or its deployed personnel responsible for the said lapse. The decision of the said Committee shall be binding in all aspects and Housekeeping Agency must comply with the decision within 30 days. The Housekeeping Agency will hereby submit an undertaking/ affidavit on non-judicial stamp paper of Rs.10/- duly notarized that Housekeeping Agency shall ensure complete housekeeping services of the area as per scope of work entrusted to its control of Central Institute of Psychiatry, Kanke, Ranchi – 834006. The Housekeeping Services shall be covered under "Fidelity Bond" through Insurance Agency for minimum **sum of Rs. 5 lakhs. (Rupees five lakhs) stating that** "The Insurance charges under Fidelity Bond shall be paid by me/us on loss of CIP, Ranchi property on account of theft, pilferage and any other manner if any, shall be recoverable from me/ us through Fidelity Bond". **(Annexure-X)**
24. The Housekeeping Agency shall do and perform all such Housekeeping services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated as herein and in accordance with such directions, which the CIP, Ranchi may issue direction from time to time and which have been mutually agreed upon between the two parties.
25. The Director, CIP, Ranchi shall have the right, within reason, to have any person removed, who is considered to be undesirable or otherwise and similarly Housekeeping Agency reserves the right to change the staff with prior intimation to Administrative Officer, CIP.
26. The Housekeeping Agency shall not be held responsible for the damages/ sabotage caused to the property of CIP, Ranchi due to the natural disasters/ riots/ mobs attack or any such other event of force majeure, except when on investigation it is found to be initiated by its personnel.
27. The Housekeeping personnel on duty must report well in advance of their duty timings so as to mark their attendance and collect necessary documents/ instructions so as to reach their duty position on-time. During shift change, the Housekeeping personnel on duty in the previous shift shall not leave his place of duty without reporting the incoming housekeeping personnel.
28. The Housekeeping Agency shall also prepare /maintain Duty Roster with breakup details of location/ area every month for deployment of Housekeeping personnel in different locations/ areas and Facility Manager will ensure to verify/ check the deployment of housekeeping personnel as per duty roster in routine manner. Deployment of Housekeeping personnel shall be strictly as per the documented deployment plan approved by CIP, Ranchi from time to time. In no case shall any housekeeping personnel be found missing from their place of work as per duty roster due to reasons of going for nature's call, tea, etc.
29. CIP, Ranchi will give basic inputs for and familiarize the Housekeeping services required to be carried out by the personnel to be deployed by the Housekeeping Agency for its staff for 2 to 3 days and this period shall not be counted as on-duty.

30. **Penalties Clause:**

In case the service provider fails to commence/execute the work at stipulated in the agreement or there is a breach of any terms and conditions of the contract, CIP, Ranchi reserves the right to impose the



penalty as detailed below:

- a) Inspection for quality assurance can be carried out by all the area-in-charges, sister-in-charges or ANS in charges of wards, nursing administrators, Senior Residents, Officers, faculty members and any other officers/officials deputed for this purpose.
 - b) In case non execution of work even after two weeks, after award of contract, CIP, Ranchi reserves the right to cancel the contract and withhold the agreement and get this job carried out from L2 bidder at L1 rates. The defaulting L1 bidder may be debarred for a period of **three years**. The EMD/ Bid security deposited by the L1 bidder shall also be forfeited.
 - c) In case of under deployment/absenteeism of manpower or as agreed upon, a penalty of rupees Rs. 1000 per less employee per day for the entire deficit numbers will be imposed.
 - d) In case if any worker is found working for more than one shift in 24 hours, then a penalty of Rs. 250 per worker per instance shall be imposed.
 - e) Equipment uptime should be 100%. If any equipment is not used on any given day either due to breakdown or non-availability of manpower, a penalty of Rs. 2500 per equipment per day will be imposed.
 - f) In case of inspection by officer-in-charge or an ad-hoc committee of designated officials; if the cleanliness is found to be unsatisfactory, a penalty of Rs. 1000 per area per instance will be imposed.
 - g) In case it is observed that the centralized complaint reporting and redressal system is not manned or the complains are not registered or not redressed or the redressal is not certified by the complainant or the complaint registered is not submitted for inspection designated authority whenever asked for, a penalty of Rs. 2000 per instance will be imposed after verification.
 - h) If the deployed staff is not found wearing proper uniform or ID card, a penalty of Rs. 200 will be imposed per instance.
 - i) If the deployed staff is not found wearing appropriate PPE or worn out/dysfunctional PPE, a penalty of Rs. 200 will be imposed per instance.
 - j) For any other breach, violation or contravention of any terms and conditions contained, herein a penalty of Rs. 1000 will be imposed per day
 - k) In case the services remain consistently unsatisfactory for a period of more than 2 weeks, a penalty of 5% of the Annual Contract Value will be imposed.
 - l) The amount payable for the preceding month will only be released after certification of satisfactory performance by the Administrative Officer and enclosing copy of last month subscription on account of EPF and ESI paid to the concerned department. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security, then the service provider will have to deposit the corresponding amount before release of further payments.
 - m) In case of any damage/loss/ theft of property attributed to the personnel deployed by the service provider, the cost of the same will be recovered from the service provider.
 - n) If the firm fails to provide proof of payment of wages to the employees of the firm working at CIP, Ranchi by the 7th of every month, the agency is liable to pay the penalty 1% of the total monthly bill.
 - o) The agency shall not engage the personnel below the age of 18 years. If the deployed staff is found to be below 18 years of age on inspection by CIP, Ranchi Authority, a penalty of Rs. 1000 will be imposed per instance as per statutory labour law, appropriate precaution will be taken.
31. All housekeeping personnel will be immunized against Tetanus, Hepatitis B and dewormed as per protocols of HICC of CIP, Ranchi. The Agency has to pay Rs.200 per deployed staff every year to CIP for the same.
32. The Housekeeping Agency shall ensure the confidentiality of the business process of CIP, Ranchi including Financial, Administrative and any professional patient care or other such matters. These shall not be divulged/ leaked/ made public to any party. In such instances punitive damages as desired by CIP, Ranchi authorities appointed by the Director, CIP, Ranchi shall be levied. This clause does not imply to matters already in public domain.
33. Any liability arising out of any litigation (including those in consumer courts) due to any act of the Housekeeping Agency's personnel shall be directly borne by the Housekeeping Agency including all

expenses/ fines. The concerned Housekeeping Agency's personnel shall attend the Court as and when required as per law.

34. The Housekeeping Agency before deployment of personnel should get approval from Administrative Officer after providing: -

- **Educational certificate**
- **Two passport photographs**
- **Proof of Residence**
- **Police verification (as per govt. rule).**
- **Health certificate**

These should be submitted at least seven days prior to deployment. At the time of deployment of housekeeping personnel, Housekeeping Agency will return the original documents/certificates of the housekeeping personnel after verification of the said documents/certificate. In this regard if any complaint is reported by any housekeeping personnel in the Institute in this regard, a fine of Rs.500/- would be imposed against the housekeeping Agency in each such cases from their pending bills.

35. The Housekeeping Agency shall have his own Establishment/ Setup/ Mechanism, at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the service contract.

36. **“Letter of Award/Acceptance”** means the notice issued by the CIP, Ranchi to the Housekeeping Agency communicating the date on which the work/ services under the service contract are to be commenced.

37. If, Housekeeping Agency is a partnership firm of two or more persons, all such persons shall be jointly and severally liable to CIP, Ranchi for the fulfillment of the terms of the service contract. Such persons shall either sign together or designate one of them to act as authorized signatory. The joint partnership shall not be altered without approval of CIP, Ranchi authorities. Necessary punitive measures as deemed fit by CIP, Ranchi authorities shall be initiated in such circumstance.

38. During the course of the service contract, if any housekeeping personnel belonging to Housekeeping Agencies are found to be indulging in any corrupt practices legal or criminal, causing any loss of revenue, damage to the property or reputation of CIP, Ranchi, the later shall have right to terminate the service contract forthwith and it would ensure forfeiting of Performance Security of the Housekeeping Agency.

39. The Housekeeping Agency shall not engage any sub Housekeeping Agency or transfer the service contract in part or full to any other person/ entity in any manner.

40. The Housekeeping Agency shall indemnify itself and should be responsible to protect CIP, Ranchi from and against all claims, damages, losses and expenses arising out of, or resulting from the works/ services under the service contract provided by the Housekeeping Agency.

41. Before deployment of housekeeping personnel on duty the Housekeeping Agency shall invariably produce the individual along with proof of relevant documents/ certificates as specified in Clause 34 in respect of all housekeeping personnel. The Facility Manager should scrutinize all the documents/ certificates of the housekeeping personnel before deployment. The records of such approved housekeeping personnel shall be maintained by Housekeeping Agency. A separate personal file with the following contents shall be maintained at CIP, Ranchi for each housekeeping personnel: copy of AADHAAR card, educational qualification proof, police verification, checklist, valid medical check-up certificate, training certificates. The Housekeeping Agency shall also ensure that no housekeeping personnel are deployed without scrutiny of documents/ certificates by Administrative Officer , CIP, Ranchi failing which such person if deployed shall not be deemed to be 'on duty.' Facility Manager will also maintain all the records of the approved housekeeping personnel employed by the Housekeeping Agency. No, Housekeeping personnel will be deployed without scrutiny of the documents/ certificates and interviewed by the Housekeeping Agency authorized person.

42. Qualification of **housekeeping personnel (Facility Manager, Supervisors, Housekeeping attendant) will be as described below:**

a) Age more than 18 years and less than 60 years.

b)

Sl No	Designation	Eligibility qualification	Experience
1	Facility Manager	Graduate	07 years in Supervision of housekeeping in a recognized Hospital or Institute.
2	Housekeeping Supervisor	Graduate	05 years in Supervision of housekeeping in a recognized hospital or Institute.

3	Housekeeping Attendant	10 th Pass with skill development course in housekeeping or in-house structured training programme or its equivalent	
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43. The Housekeeping Agency shall get all their housekeeping staff screened for visual, hearing, physical defects and contagious diseases and will provide a health certificate to this effect for each personnel deployed. CIP, Ranchi will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit housekeeping personnel shall be deployed for duty.
44. The housekeeping personnel engaged by the Housekeeping Agency shall not take part in any labour union and association activities.
45. The Housekeeping Agency and their housekeeping staff shall not be permitted to involve themselves in any type of strike, rally, bandh or dharna held during the service contract period and in the event of any such involvement of the Housekeeping Agency and their housekeeping staff in such activities action will be taken against the Housekeeping Agency like removal of Housekeeping Agency from the list of Housekeeping Agencies/ such housekeeping staff will not be taken further on duty/ service contract will be terminated and consequential forfeiture of Bid Security/ Performance Security already deposited against the service contract.
46. CIP, Ranchi shall not provide any residential accommodation to any of the employee of the Housekeeping Agency.
47. CIP, Ranchi shall not be under any obligation for providing employment to any of the worker of the Housekeeping Agency after expiry of the service contract. CIP, Ranchi does not recognize any employee employer relationship with any of the workers of the Housekeeping Agency.
48. If as a result of post payment audit any overpayment is detected in respect of any work done by the Housekeeping Agency or alleged to have done by the Housekeeping Agency under the tender/ service contract, CIP, Ranchi shall be entitled to recover the amount from the Housekeeping Agency by deduction from money due to the Housekeeping Agency or from their Performance Security. If any underpayment is discovered, the amount shall be duly paid to the Housekeeping Agency by the CIP, Ranchi.
49. The Housekeeping Agency shall provide the copies of relevant records during the period of the service contract or otherwise even after the service contract is over whenever required by CIP, Ranchi etc.
50. The Housekeeping Agency should submit documentary proof of deposit of Goods & Service tax in respect of CIP, Ranchi and consolidated statement of GST deposits for all the contracts/ works undertaken by the Housekeeping Agency should be avoided.
51. **Obligation of the Housekeeping Agency:** The Housekeeping Agency shall ensure full compliance with tax laws of India with regard to this service contract and shall be solely responsible for the same. The Housekeeping Agency shall submit copies of acknowledgements as a proof of filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the Housekeeping Agency in respect thereof, which may arise.
52. **Force Majeure:** - If at any time during the period of the service contract, either party is subject to force majeure, which can be termed as natural disasters or, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the service contract in respect of such performance of their obligations. The obligations under the service contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the service contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or 21 days, whichever is more, either party may at its option terminate the service contract.
53. **Dispute Resolution:** -
- (a) Any dispute and or difference arising out of or relating to this service contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director, CIP, Ranchi.
- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
- (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of the service contract, neither party shall be entitled to suspend the work /service to which the dispute relates on account of the arbitration and



payment to the Housekeeping Agency shall continue to be made in terms of the service contract. Arbitration proceedings will be held at Ranchi only.

54. **Jurisdiction of Court:** - The courts at Ranchi shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
55. The Housekeeping Agency shall provide uniformed and trained personnel and use its best endeavour to provide housekeeping services to CIP, Ranchi. The rates quoted are inclusive of all statutory obligations of the Housekeeping Agency under Minimum Wages Act, Contract Labour (R&A) Act, EPF Act (including Employer's/Employee's share of contribution towards EPF, EPS, EDLI, Admn. Charges etc.), ESI contribution, uniform outfit, weekly-off /replacement of personnel deployed by the Housekeeping Agency, all kinds of taxes including GST, service charges, labour cess, etc. of the Housekeeping Agency. The quoted rates will be applicable for per shift of eight hours per person per month basis. On revision of minimum wages of housekeeping personnel for housekeeping services the prorate enhancement in service contract payment shall be made subject to the conditions that the full benefit will be fully passed on to the housekeeping personnel for releasing the payment at enhanced rates against the actual number of housekeeping personnel deployed by the Housekeeping Agency from time to time. Payment of wages for housekeeping personnel shall be based on applicable Minimum Wages (Basic plus VDA) and thereon fringe benefit under labour laws obligations and allowances, if any as per the following:

Category/ Designation	Minimum Wages (Basic plus VDA)	Applicable allowances if any (as amended & mandated by Govt. of India from time to time)	Remarks
Facility Manager	The Minimum Wages (Basic plus VDA) of Facility Manager specified at Annexure-XI are CLC(C) notified Minimum Wages (Basic plus VDA) of highly skilled category of worker revised with effect from 01/04/2020 in accordance with Notification No.S.O.191(E) dated 19th January, 2017 issued on 08/05/2020 by Chief Labour Commissioner (Central), Ministry of Labour & Employment, New Delhi as per the Classification of City Ranchi for Group "B" Area mentioned in the notification.	EPF @ 12% plus 0.65% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13.15% of Basic plus VDA subject to wage ceiling upto Rs.15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act.	Special allowance @ 25% of minimum wages + VDA
Housekeeping Supervisor	The Minimum Wages (Basic plus VDA) of Housekeeping Supervisor specified at Annexure-XI are CLC(C) notified Minimum Wages (Basic plus VDA) of skilled category of worker revised with effect from 01/04/2020 in accordance with Notification No.S.O.191(E) dated 19th January, 2017 issued on 08/05/2020 by Chief Labour Commissioner (Central), Ministry of Labour & Employment, New Delhi as per the Classification of City Ranchi for Group "B" Area mentioned in the notification.	ESI @3.25% of Basic plus VDA subject to wage ceiling upto Rs.21,000/- p.m. for entitlement as per ESI Act. **EPF @ 12% plus 0.65% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13.15% of Basic plus VDA subject to wage ceiling upto Rs.15,000/- p.m. for calculation of share of contributions towards EPF accounts as per EPF Act. Uniform Allowance 5% of Basic plus VDA.	
Housekeeping Attendants	The Minimum Wages (Basic plus VDA) of Housekeeping Attendants specified at Annexure-XI are CLC(C) notified Minimum Wages (Basic plus VDA) of sweeping and cleaning category of worker revised with effect from 01/04/2020 in accordance with	ESI @3.25% of Basic plus VDA subject to wage ceiling upto Rs.21,000/- p.m. for entitlement as per ESI Act. **EPF @ 12% plus 0.65% Admn. Charges & EDLI 0.5% plus Admn. Charges Nil = Total 13.15% of Basic plus VDA subject to wage ceiling upto Rs.15,000/- p.m. for calculation of share of contributions	

	Notification No.S.O.191(E) dated 19th January, 2017 issued on 08/05/2020 by Chief Labour Commissioner (Central), Ministry of Labour & Employment, New Delhi as per the Classification of City Ranchi for Group "B" Area mentioned in the notification.	towards EPF accounts as per EPF Act. Uniform Allowance 5% of Basic plus VDA.	
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DENOTE:

* **ESI:** In pursuance of Gazette Notification vide No.GSR 1166(E), dated 22nd December, 2016 issued by Ministry of Labour and Employment under the ESI Act, 1948 and ESIC Notification vide No.X-14/11/1/2015-P&D, dated 27.12.2016 in respect to enhancement of wage ceiling for coverage of employees under the Act from Rs.15,000/- p.m. to Rs.21,000/- p.m. with effect from 01.01.2017. As a result, Minimum Wages (Basic plus VDA) of all category of employees (including Special Allowance in case of Facility Manager) crossed the wage ceiling limit of Rs.21,000/- p.m., hence gone out of purview of the ESI Act for entitlement. In case, Central Government/ ESIC authority notify revised orders in respect to enhancement of wage ceiling limit beyond Rs.21,000/- p.m. for coverage of employees under the Act, the necessary amendments will be made in service contract under provisions of the ESI Act with adequate documentary proof thereof.

****EPF:** As per Gazette Notification dated 22nd August 2014 issued by Ministry of Labour and Employment under the EPF & MP Act 1952 (Amendment) Scheme 2014 and EPFO Notification vide No. Actuarial/18(2)/2008/Vol./III/7738, dated 29.08.2014 with regard to enhancement of wage ceiling to Rs.15,000/- p.m. for calculating share of contribution towards EPF, EPS & EDLI accounts with effect from 01.09.2014. As a result, Minimum Wage (Basic plus VDA) of all category of employees crossed the wage ceiling limit of Rs.15,000/- p.m., hence as per the EPF Act employer share of contribution 13.15% towards EPF, EPS & EDLI accounts has been calculated on wage ceiling limit of Rs.15,000/- p.m. which work out to Rs.1973/- p.m. for all category of employees. In case, Central Government/ EPFO authority notify revised orders in respect to enhancement of wage ceiling limit beyond Rs.15,000/- p.m. for calculating share of contribution towards EPF, EPS & EDLI accounts under the Act, the necessary amendments will be made in service contract under provisions of the EPF Act with adequate documentary proof thereof.

NOTE:

- (1) **The above wages will be paid for deployment of actual numbers of Housekeeping personnel on CIP duty as per adequate proof thereof. The said wages shall be for 26 days for a month of 30 days with 4 (four) PAID OFFS in a month. The minimum wages shall be as per the rates notified by Chief Labour Commissioner (Central), New Delhi, Ministry of Labour & Employment, Government of India from time to time.**
56. The approved Housekeeping Agency shall not be entitled to any increase in the approved rates till expiry of the service contract. However, any revision in minimum wages by Central Government/CLC(C) and any amendment in ESI Act, EPF Act, statutory obligations and taxes/ levies notified by concerned Government authorities during currency of the service contract, would be considered proportionately in written request of the Housekeeping Agency well in time with support of adequate documentary proof like copy of Government Notification/ Orders from time to time for passing it on fully to the housekeeping personnel against actual number of housekeeping personnel deployed by the Housekeeping Agency subject to audit check by CIP, Ranchi etc. as and when required.
57. Tax deduction at Source (TDS) as per the provisions of Income Tax Department shall be made towards Income tax and other tax as applicable from the bills payable to the Housekeeping Agency at rates as notified from time to time by concerned authorities.
58. To make payment through above said mode, the Housekeeping Agency has to submit the following information invariably along with bills furnishing for payment failing which their payment will not be released.
- Name of the Beneficiary
 - Bank Account No. of the beneficiary
 - IFCS Code of the Bank/ Branch
 - Permanent Account Number (PAN)
 - GST Registration Number



Govt. of India
Central Institute of Psychiatry
 Directorate General of Health Services
 Ministry of Health & Family Welfare

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

TENDER FORM FOR OUTSOURCING HOUSEKEEPING SERVICES

1. **Tender fee** : Rs. _____/- (Rupees _____ only)

Affix self attested
P.P. size recent
photograph of
the authorised
representative of
the bidder

2. Due date & time for tender submission : _____
3. Opening date & time of tender : _____
4. Name, address of agency with Tel. No., Fax No. & email address : _____

5. Registration No. of agency : _____
6. Name, designation, address and Tel.No., Fax No. & email address of authorized person of agency to deal with : _____

7. Please specify as to whether bidder is sole proprietor/ partnership firm/ Pvt. Ltd./ Ltd. and name address & Tel.No. Fax No. & email address of all Directors/ partners should be specified : _____

8. Copy of PAN/TAN No. issued by IT Department : _____
 and copy of previous Financial Year's ITR
9. GST Registration Number : _____
10. EPF Registration Account number with code : _____
11. ESIC Registration Number with code : _____
12. Details if Bid Security deposited : _____
 (a) Amount : _____
 (b) FDR or BG No. in favour of Director, CIP, Ranchi, payable at Ranchi : _____
 (c) Date of issue : _____
 (d) Name of issuing Bank with address : _____

13. Any other information/ documents : _____
14. Declaration by the bidder : _____
15. Labour Licence No. issued by Labour Department : _____

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.

Notice: To attach self-attested copies of above mentioned documents.

(Signature of the bidder)
Name and Address (with seal)
Tel. No., Fax No. & email address



Govt. of India
Central Institute of Psychiatry
 Directorate General of Health Services
 Ministry of Health & Family Welfare

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

SCOPE OF WORK OF THE HOUSEKEEPING AGENCY

Central Institute of Psychiatry (CIP), Ranchi is a premier institute for mental health in India. The Institute has 211.12 acres of land. The built area/covered area is 5.06%. The capital infrastructure of the Institute is more than 103 years old and has large number of the buildings. Adequate uncovered area is available. The institute has 643-bedded indoor facilities in the male and female sections, Outpatient department including emergency department and waiting hall, 16-bedded emergencies services, 50-bedded indoor facility for child and adolescent psychiatry, 70-bedded Drug De-addiction Centre. It has teaching block, Medical Library, Radiology building & fMRI building, Psychosocial Unit and Centre for Cognitive Neurosciences. It has facility for pathology and bio-chemistry, Rehabilitation and Occupational Therapy Centre, Medical Record Section, Technical block including Computer Section, Administrative Building, Patients' Library, mechanized laundry, kitchen, biomedical waste disposal system etc. There are four hostels for men and women, guest houses, residential accommodation for the employees.

1. The Bidder shall ensure the required manpower for Housekeeping services at the Hospital for the above specified areas.
2. The indicative list of manpower based on category and quantity shall be specified. However, provision for varying requirements on dynamic basis for deployment of staff shall be provided. Contingency staffing requirements shall also be included.

Staffing Levels:

SI No	Designation of category	Manpower strength
1	Facility Manager	01
2	Housekeeping Supervisor	02 (01 male & 01 female)
3	Housekeeping Attendant	60* (40 male & 20 female)

* Number may vary as per requirement.

a) Broad details of scope of work

- i) Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Officer in charge. Cleaning activity shall start in the morning at 6: 30 AM so as to complete all the dusting/ cleaning/ moping work before 8: 30 AM.
- ii) Continuous moping to be done at reception floor and other floors during office hours.
- iii) Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals and wash basins.
- iv) Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- v) Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the office building.
- vi) Clearing of any choking's in the drainages, manholes etc.
- vii) Removal of beehives and cobwebs/honey webs from the office building and its premises
- viii) Cleaning and sweeping of open area including balconies and roof tops with brooms.
- ix) Removal of garbage from the office building and its premises.
- x) The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize

operational problems, the bidder must rotate the staff once in six months with prior written intimation to CIP.

- xi) Proper registers/records (Attendance, Wages, etc.) for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the CIP officer-in-charge at regular intervals and finally at the end of each month.
- xii) The Contractor shall submit to CIP a list of all workers engaged to carry out the contract work, indicating name, age, home address, qualifications, etc., and would also intimate as and when any change takes place.
- xiii) Maintenance of the shrubs, trees and other plants will include watering them daily or when necessary depending upon the season keeping the lawn area around trees and shrubberies free of weeds, earthing up the basins, trimming of the tree and shrubs depending on the seasons as directed, top dressing with manure, fertilizers and need cake on a routine basis. Monthly once sprays shall be given to all garden areas
- xiv) The bidder should ensure the proper functioning of the gadgets, maintenance of infrastructure and judicious use of materials provided by CIP, Ranchi for smooth housekeeping services.

b) Jobs to be carried out daily

- (i) Cleaning of general toilets at least twice daily in the specified period with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, etc are to be cleaned with suitable detergent. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls will be provided by CIP, Ranchi and the agency will collect from the respective places of to ensure continuous availability of these materials in requisite place/container.
- (ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day.
- (iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- (iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- (v) Cleaning of office working areas, removing dust from floors, windows, doors, furnitures, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- (vi) Collection of waste paper from rooms, waste paper baskets, lobbies and putting in bags at the specified location.
- (vii) Cleaning of carpets by soft brush.
- (viii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- (ix) Cleaning of choking in sewer and pumping lines within premises as and when required.
- (x) Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- (xi) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- (xii) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- (xiii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- (xiv) Cleaning of carpets in rooms by vacuum cleaners.
- (xv) Room fresheners in all office area to be used daily in the morning. Room freshener should be of standard Make.
- (xvi) Removal of garbage from the office building and its premises.

c) OPD: In OPD one dedicated housekeeping attendant should be posted for each public toilet considering the number of footfalls and for other areas separate allocation should be made. Wherever two housekeeping attendants are posted effort should be made to post a female housekeeping attendant when other being male.

d) There should be a dedicated cleaning team of housekeeping attendants which will be utilized for deep cleaning and washing of patient care areas and other areas. Dedicated housekeeping attendants may be posted for cleaning of toilets in patient care areas so as to ensure highest level of hygiene and cleanliness.

- e) The housekeeping personnel are required to be courteous, polite and gentle. There would be zero tolerance for abusive language and rude behaviour by housekeeping personnel.

DUTIES AND RESPONSIBILITIES

1. Facility Manager, Housekeeping Supervisors shall be responsible for the overall housekeeping arrangements. Facility Manager shall have a weekly interaction with the Administrative Officer or their designated representatives to provide and obtain feedback on the quality of services rendered.
2. Housekeeping Supervisors will ensure that the instructions of the CIP, Ranchi administration (conveyed through Facility Manager) are strictly adhered to without any lapse.
3. No equipment/engineering materials/consumables are to be allowed to be taken out of the buildings without proper gate passes issued by the competent officers as laid down in the service contract or authorized by the employer 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 Housekeeping Supervisors, housekeeping attendants will be with the concurrence of CIP administration and the same will be monitored personally by the Facility Manager from time to time and he will be responsible for its optimum utilization.
5. The housekeeping personnel to be deployed in the premises on Holidays and Sundays will be assessed as per actual requirement and the number of personnel may be suitably reduced.
6. Facility Manager will also take round of all the important and sensitive points of the premises as specified by CIP, Ranchi to ensure proper functioning of housekeeping services.
7. The campuses have to be made and maintained free of stray animal (dogs, monkey, cattle, pigs or any such).
8. Housekeeping personnel on duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises and other movable items left installed therein.
9. It should be ensured that flower plants, trees and lawns are not damaged.
10. In emergency situations, Facility Manager, Housekeeping Supervisors & Housekeeping Attendants deployed shall also participate as per their role defined in the disaster plan, if any, of the CIP, Ranchi. Housekeeping Supervisors & housekeeping personnel should be sensitized for their role in such situations.
11. Facility Manager, Housekeeping Supervisors & Housekeeping Attendants shall interact with the respective area/department heads/in charge for regular interaction on weekly basis. They shall take instructions and redress the complaints as may be raised in the said meeting.
12. Facility Manager, Housekeeping Supervisors & Housekeeping Attendants are required to display courteous behaviour, especially towards women employees and visitors.
13. Any other provisions as advised by the CIP, Ranchi authorities may be incorporated in the service contract/agreement. The same shall also be binding on the Housekeeping Agency.
14. **Duties & Responsibilities of Facility Manager:**
 - a) He/she is Housekeeping in-charge of the assigned area.
 - b) To supervise and guide Housekeeping supervisors in their work.
 - c) To report to Administrative Officer, regarding administrative constraints faced by Housekeeping Attendants of the area.
 - d) To take surprise round for cleanliness of toilet etc.
 - e) Any other responsibility assigned by Hospital Administration
15. **Roles and responsibilities of Housekeeping Supervisor:**
 - a) To supervise the work of Housekeeping Attendants.



- b) To provide replacement of Housekeeping Attendants if regular housekeeping attendant is on leave.
- c) To ensure the cleanliness and proper housekeeping of the area under his/her supervision.
- d) To report major Engineering works/major repairs to the concerned authorities (CPWD, Engineering control room, maintenance department, etc).

16. Roles and responsibilities of Housekeeping Attendant:

- a) He/she is responsible for keeping the area neat and clean, assigned to him/her.
 - b) He/she will promptly give spotlessly clean urinals and bed pan as and when required by patients.
 - c) He/she will assist nursing staff in collection of urine and stools specimens.
 - d) He/she will assist in cleaning and disinfections of soiled linen, mattresses, articles etc.
 - e) Any other task assigned by nursing staff and other higher officials.
17. Bidder shall ensure cleaning of every area of the hospital. Cleaning shall be inclusive of all the areas which will include the following but not limited to these:
 Floor, walls and tiles, glass partitions, windows with glass, corners, ceilings including cobwebs, doors with handles, chairs & office furniture, telephone, computer, Overhead projectors, Counters & Nurses' station, notice boards, staircases including rear ones and all railings Signage, Door Mats, Drinking water area & equipment cleaning, Garbage/Waste collection, Dust Bins, Terrace cleaning, lightings, all fans, Patient/ Examination beds & side table, Gas pipelines dusting, Dressing Rooms, treatment rooms, Toilets/Rest room cleaning, Paved corridors, switch, exhaust cleaning, Dust cleaning from linen/book/files/curtains and all upholstery, Spill Management as per Hospital Infection Control Committee (HICC) protocol, Soiled bed/Vomitus cleaning, Dirty Utility/Sluice Room, Disinfection of Mattress, Cleaning of urine pots, bed pans, sputum pots or other patient care items as and when required, Removing soiled linen, Fixed glass panes/structural glazing/external mosaic, Basements, Parking Area, Roads, Green areas, Grills, Water floods/overflow outer areas, Rubble, debris or any other heaps in outer areas, Plastic mugs, critical equipment, Cleaning during construction works, choked manholes, cleaning services during natural calamity / disaster, Colour coded refuse trolleys to transport bio-medical waste and Pest control, CCTV, Public address system etc.
18. **Cleaning of difficult stains and rust:** Removal procedure to be well defined including use of specific chemicals. The cleaning of Upholstery to be included in the same.

PRINCIPLES OF STAIN REMOVAL

- a) All stains should as far as possible, be removed while still fresh.
 - b) Before using any reagent, it should be tested on a hidden or small portion of the surface
 - c) If the nature of the stain unknown, it should be treated first by the least harmful method, passing on from one process to next more active until an effective reagent is reached.
 - d) The nature and texture of the surface should be borne in mind while selecting the reagent for stain removal.
 - e) The reagent bottle should be tightly capped after each use.
 - f) The room should have good ventilation.
 - g) After stain removal, the reagent should be neutralized. An acidic solution is neutralized with an alkaline one and vice-versa. A thorough rinsing with clean water is essential after each treatment.
19. Spills of blood and other body substances, such as urine, feces and emesis, must be contained, cleaned and the area disinfected immediately.
- Assemble materials required for dealing with the spill prior to putting on PPE.
 - Inspect the area around the spill thoroughly for splatters or splashes.
 - Restrict the activity around the spill until the area has been cleaned and disinfected and is completely dry.
 - Put on gloves; if there is a possibility of splashing, wear a gown and facial protection (mask and eye protection or face shield).
 - Confine and contain the spill; wipe up any blood or body fluid spills immediately using either disposable towels or a product designed for this purpose.

- Dispose off materials by placing them into regular waste receptacle, unless the soiled materials are so wet that blood can be squeezed out of them, in which case they must be segregated into the biomedical waste container (i.e., yellow bag).
 - Disinfect the entire spill area with a hospital-grade disinfectant and allow it to stand for the amount of contact time recommended by the manufacturer.
 - Wipe up the area again using disposable towels and discard into regular waste.
 - Care must be taken to avoid splashing or generating aerosols during the clean up.
 - Remove gloves and perform hand hygiene.
20. Bio-Medical Waste Management: should be done according to **Biomedical Waste Management Rules 2016**
21. Cleaning schedules:

The hospital area is categorized into the following areas:

High risk areas	Emergency department
Moderate risk areas	Psychiatric wards, Laboratory areas, Pharmacy, Dietary services, Laundry services, Mortuary, Doctors/Nurses Restrooms, Rehabilitation areas,
Low risk areas	Departmental areas, Offices, Outpatient department, Non-sterile supply areas, Library, Meeting rooms, Medical records section, Stores sections, Telephone rooms, Electrical, Mechanical, External surroundings, Staff areas

The cleaning frequency, level of cleaning/disinfection and evaluation/auditing frequency will vary according to the type of functional area risk category as follows:

Functional area risk category	Frequency of cleaning	Level of cleaning/disinfection	Method cleaning/Disinfection
High risk areas	Once in two hours and spot cleaning as required	Cleaning and Intermediate level disinfection	Cleaning with soap & detergent plus disinfection with alcoholic compound, hydrogen peroxide and phenolics (not feasible in the nurseries)
Moderate risk areas	Once in four hours and spot cleaning as required	Cleaning and low level disinfection	Cleaning with soap & detergent plus disinfection with phenolics
Low risk areas	For areas working round the clock at least once in a shift or in areas having general shift at least twice in the shift and spot cleaning as required	Only cleaning	Physical removal of soil, dust or foreign material followed by cleaning with water and detergent

22. Mandatory training requirements for the Housekeeping Attendants & Housekeeping Supervisors. The bidder shall engage in periodic and continual training of specified hours as given below to maintain quality and standard of services. The documentary evidence of conducting trainings should be submitted every 3 months. Video recording of the trainings conducted to be provided by the agency.

Functional risk category	Induction training	Refresher Training/ on the job training frequency
High risk area	24 hours of intensive training on general cleaning and infection control followed by 7 days of supervised duties	Training of four hours every month

Moderate risk area	16 hours of training on general cleaning and infection control followed by 5 days of supervised duties	Once in every months for 2 hours
Low risk area	8 hours of training on cleaning practices followed by three days of supervised duties	Every six months for 2 hours

Induction Training Topics for Housekeeping Attendant

1. Orientation.
2. Organization.
3. Job Description—duties & responsibility
4. Grooming
5. Uniform and protective gear
6. Leave Procedures
7. Cleaning chemical—Use & dilution rate
8. Handling equipment – with demonstration
9. Step by step cleaning procedures for different areas and surfaces
 - Cleaning of furniture
 - Light fixtures
 - Maintaining upholstery
 - Floor care
 - Glass cleaning
 - Metal polishing
 - Tiles cleaning
 - Elevator cleaning
 - Stair case cleaning
 - Dado & skirting cleaning
 - Corridor cleaning
 - Dusting
 - Mopping
 - Stain removal
 - Any other areas or surface
10. Reporting repair and maintenance
11. Safety & security
12. Garbage removal
13. Fire safety
14. Penalties for misconduct/ not working

Induction Training Topics for Housekeeping Supervisor

1. Orientation
 2. Organization
 3. Job Description—duties & responsibility
 4. Grooming
 5. Uniform and protective gear
 6. Leave Procedures
 7. Cleaning Chemicals
 8. Equipment handling
 9. Inspection and filling up checklist
 10. Reporting repair and maintenance
 11. Step by step cleaning procedures (as mentioned for attendants)
 12. Safety and security
 13. Fire training
 14. Documentation of records (work done, attendance, leave etc.) and knowledge of computers
 15. Garbage removal
23. Wet mopping and vacuum cleaning would be done for cleaning within hospital premises. Use of Broom and dry dusting is not permissible.



24. **Reuse of Mops:** All dusters & mops being reused shall be laundered every day. (Separate machine and adequate number of sets for the next day when current lot is being laundered). Where facility of laundering mops is not available, mops should be changed at following defined intervals:
- High risk areas - In each shift
 - Moderate risk areas - Each day
 - Low risk areas - Every week
25. Bidder would ensure that Central Institute of Psychiatry is neat and clean by 8:00 am in the morning daily; and would ensure cleanliness throughout the day. While doing cleaning at night/early morning hours bidder would ensure that patients and attendants are not disturbed.
26. No cleaning material and consumables shall be manually transported. Janitor's trolleys shall be used during cleaning activities.
27. Bidder shall be deemed to have full knowledge of the site and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The bidder shall visit the hospital in coordination with the hospital authorities to inspect and examine the site and assess the manpower required in a professional manner and also collect all information that he/she considers necessary for proper assessment of the prospective assignment. The bidder shall be responsible for arranging and maintaining facilities for workers and other services required for executing the work. Submission of tender bid implies that the bidder has read this notice and has made himself fully 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.
28. It will be the responsibility of the contractor to provide the uniform of distinct colour and design as approved by the hospital authority and ensure compliance.
29. The contractor shall issue identity cards to its employees in consultation with Administrative officer of the Hospital to ensure safety of premises. Staff engaged by the firm will carry the card which can be checked randomly and non-adherence will invite a penalty.
30. The contractor shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.
31. Contingency services
- The service provider shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week.
 - The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
 - No extra payment shall be paid for this contingency work.



**Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare**

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

FORM OF BANK GUARANTEE FOR BID SECURITY
(Refer Clause 8.6.1 of the NIT)

(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we _____(Name and address of Bank), having our registered office at _____(hereinafter called "the Bank") are bound unto Director, Central Institute of Psychiatry, Ranchi - 834006 (hereinafter called the "CIP, Ranchi") in sum of Rs. _____for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS _____(Name of the Bidder with full address) (hereinafter called "the Bidder") has submitted his bid dated _____against tender vide **Ref. No. A.12028/02/2019-Estt. dated 17.10.2020 on one year service contract basis at CIP, Ranchi** (hereinafter called "the Bid").

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs. _____(Amount in figures and words) 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: -

1. That the Department may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Department and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till: -
 - a. The Bidder, in case the bid is accepted by the Department, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
 - b. Forty-five days after the date of validity or the extended date of validity of the tender, as the case may be, whichever is later.
4. 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:

- (i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- (ii) If the Bidder refuses to accept the corrections of errors in his bid; or
- (iii) If the Bidder having been notified of the acceptance of his bid by the Department during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a service contract within the time limit specified in the NIT.
- (iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the service contract.
- (v) If the tender/ service contract is terminated for the reason that the agency is blacklisted/ debarred in any Government or in any other State Governments/Union Government or Private Organization.

WE undertake to pay to the Department up to the above amount upon receipt of his first written demand, without the Department having to substantiate his demand provided that in his demand the Department will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Signature of Witness

Name of Witness
Address of Witness

Signature of Authorized Official of the Bank

Name of Official

Designation

ID No. _____
(Stamp/Seal of Bank)



**Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare**

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

FORM OF SERVICE CONTRACT AGREEMENT FOR OUTSOURCING HOUSEKEEPING SERVICES

THIS AGREEMENT is made on the day _____(Month)_____(Year) between the Director, Central Institute of Psychiatry, Ranchi - 834006 through (hereinafter called the "CIP, Ranchi" which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part and _____(Name and address of the Housekeeping Agency) through Shri _____authorized representative (hereinafter called the "Housekeeping Agency" which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for housekeeping services of CIP, Ranchi campuses including outer areas on one year service contract basis with effect from _____to_____.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of the service contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this service contract agreement viz:
 - a) Letter of Award/Acceptance of Service Contract
 - b) Terms and Conditions of the Service Contract
 - c) Notice Inviting Tender
 - d) Bill of Quantities
 - e) Scope of Work of the Housekeeping Agency
 - f) Addendums, if any
 - g) Any other additional terms & conditions forming part of the service contract
3. In consideration of the payments to be made by CIP, Ranchi to the Housekeeping Agency as hereinafter mentioned, the Housekeeping Agency hereby covenants with the CIP, Ranchi to execute the Housekeeping Services on one year service contract basis with effect from _____to_____under provisions of this service contract agreement and the tender document.
4. CIP, Ranchi hereby covenants to pay the Housekeeping Agency in consideration of the execution and completion of the works/services as per this Service Contract Agreement and tender document, the service contract price of Rs. _____(Amount in figures and words) which may increase/ decrease in case of revision of minimum wages, variation of Housekeeping personnel strength and any other statutory provisions/ levies from time to time.
5. Being the sum stated in the Letter of Award/ Acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the service contract at the times in manner prescribed by the service contract.
6. Initially, Dr. D. Ram, Director and Dr. Basudeb Das, Administrative Officer I/C are authorized as executing/ concerning officials for purpose of operation of this service contract. In case, however, at any later stage CIP, Ranchi authorities may authorize any other officials as executing/ concerning officers for purpose of operation of this service contract. In addition, Post- Contract Management shall be equally pursued by authorized executing/ concerning officers of CIP administration for compliance of labour laws obligations and all the provisions contained in this service contract as well as regularly watching and supervision on all the activities performed by the personnel of the Housekeeping Agency, proper maintenance of all the relevant records and processing the bills of the Housekeeping Agency in all respect for making the payments etc.

IN WITNESS WHEREOF, the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Housekeeping Agency
Signature of the authorized official

For and on behalf of the Director, CIP, Ranchi
Signature of the authorized Officer

Name of the official
Stamp/Seal of the Housekeeping Agency

Name of the Officer
Stamp/Seal of the Employer

By the said

By the said

_____Name

_____Name

on behalf of the Housekeeping Agency in the presence of:

on behalf of the Employer in the presence of:

Witness-I _____ Name _____ Address _____ Telephone No _____

Witness-II _____ Name _____ Address _____ Telephone No _____

**Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare**

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY
(Refer Clause 10.1.4 of the NIT)
(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name & address of the Bank) (hereinafter called the "Bank") of the one part and Director, Central Institute of Psychiatry, Ranchi - 834006 (hereinafter called the "CIP, Ranchi") of the other part.

WHEREAS Central Institute of Psychiatry, Ranchi - 834006 has awarded the service contract vide **Ref. F. No. A.12028/02/2019-Estt. for providing Housekeeping Services at CIP, Ranchi** on one year service contract basis with effect from ___to___ for Rs. _____ (Rupees in figures and words) (hereinafter called the "Service Contract") to M/s _____ (Name of the Housekeeping Agency with full address) (hereinafter called the "Housekeeping Agency").

2. AND WHEREAS THE Housekeeping Agency is bound by the said Service Contract to submit to the Employer a Performance Security for a total amount of Rs. _____ (Amount in figures and words).

3. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs. _____ (Amount in figures and words) as stated above.

4. After the Housekeeping Agency has signed the aforementioned service contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the Department to indemnify the Department for any liability of damage resulting from any defects or shortcomings of the Housekeeping Agency or the debts he may have incurred to any parties involved in the Works under the Service Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Department immediately on demand without delay without reference to the Housekeeping Agency and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Housekeeping Agency. The Bank shall pay to the Department any money so demanded notwithstanding any dispute/disputes raised by the Housekeeping Agency in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.

5. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Service Contract period).

6. At any time during the period in which this Guarantee is still valid, if the Department agrees to grant a time of extension to the Housekeeping Agency or if the Housekeeping Agency fails to complete the works within the time of completion as stated in the service contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Department and at the cost of the Housekeeping Agency.

7. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Housekeeping Agency.

8. The neglect or forbearance of the Department in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.

9. The expressions "the Department", "the Bank" and "the Housekeeping Agency" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the day of _____ (Month) _____ (year) being herewith duly authorized.

For and on behalf of the _____ Bank.

(Signature of authorized Bank official)

Name _____ Designation _____

I.D. No. _____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-I.

Signature: _____

Name: _____ Address: _____

Witness-II

Signature: _____

Name: _____ Address: _____

**Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare**

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

Check List of Certificates/ Documents required to be furnished in the Technical Bid (Part-I)

The bidders are advised to submit the following documents/certificates under the category of “**Vital documents**” invariably along with Technical Bid. If these documents are not submitted/ conditions not met, the offer shall be summarily rejected and no further correspondence, in this regard, shall be entertained.

I/ We now have furnished herewith following documents/ certificates in accordance with tender requirement and same are enclosed as per detail given below:

S.No.	Tender requirements	To be filled by the bidder with page number at which relevant document/certificate is enclosed
1	Furnished Tender Fee in form of PO/DD of required amount (in case tender document downloaded from website) as specified in NIT (Press Notice) at Annexure-‘I’ of NIT.	
2	Followed two-bid system as specified in Clause 8.8 at Annexure-‘III’ of NIT	
3	Complete tender document (except Annexure-‘XI’) along with forwarding letter/ undertaking (Annexure-‘II’) on letter head and addenda/ corrigendum, if any, duly signed and stamped to confirm the acceptance of the terms & conditions of tender document in all respects as specified in Clause 8.7.1 at Annexure-‘III’ of NIT	
4	Furnished Bid Security along with bank information on letter head along with technical bid as specified in Clause 8.6 at Annexure-‘III’ of NIT	
5	Annual average turnover of last three Financial Years i.e. 2016-2017, 2017-2018 & 2018-19 (in Core) and documentary proof of audited balance sheet and profit and loss account statement duly certified by registered CA as specified in Clause 2.1 at Annexure-‘III’ of NIT.	
6	Annual returns (ITRs) of last Financial Years i.e. 2016-17, 2017-18, and 2018-19 as specified in Clause 2.1 (N.B.2) of NIT.	
7	Documentary proof of Performance Certificate (as per prescribed format) with copy of relevant service contract/ agreement, copy of labour license for the experience claimed and valid extension(s). In case of private entity experience, the TDS certificate issued for the said value of the work in support of the performance as specified in Clause 2.2 (a), (b) & (c) at Annexure-‘III’ of NIT.	
8	Documentary proof in form of latest ESI/ EPF contribution deposited to the concerned authorities in support of deployment of minimum 250 or more numbers of manpower engaged in House Keepings Services as specified in Clause 2.3 at Annexure-‘III’ of NIT.	
9	Documentary proof of valid EPF Registration Certificate and Code No. issued by EPFO authority in Jharkhand. In case, no registration with EPFO authority in Jharkhand an undertaking on letter head to be submitted by the bidder as specified in Clause 2.4 at Annexure-‘III’ of NIT.	



10	Documentary proof of valid ESIC Registration Certificate and Code No. issued by ESIC authority in Jharkhand. In case, no registration with ESIC authority in Jharkhand an undertaking on letter head to be submitted by the bidder as specified in Clause 2.5. at Annexure-'III' of NIT.	
11	Documentary proof of valid GST Registration Certificate along with an undertaking on letter head stating that upto date returns have been filed and there are no pendency due with the Department of TRADE & TAXES. The bidder shall also furnish copy of such returns (latest) submitted to the concerned Department as specified in Clause 2.7 at Annexure-'III' of NIT.	
12	Documentary proof of valid PAN/ TAN Number under Income Tax Act as specified in Clause 2.8 at Annexure-'III' of NIT.	
13	The bidder should give an undertaking on their own letter head stating to obtain Labour License from the Office of Regional Labour Commissioner, (Central), Ranchi (Jharkhand) Ministry of Labour and Employment, Govt. of India within 30 days of the award of this tender/ service contract. If bidder fails to obtain the Labour License within the stipulated time, the service contract may be terminated.	
14	(a) A declaration/ undertaking on non-judicial stamp paper of Rs.10/- duly notarized affirming that the agency has neither been blacklisted and debarred and nor their services have been banned or suspended due to any corrupt and fraudulent practices in past by any Govt. Organizations/ Pvt. Institution and also there is no any Vigilance/ CBI/ FEMA case pending against the agency as specified in Clause 2.9 (a) at Annexure-'III' of NIT.	
	(b) An undertaking on non-judicial stamp of Rs.10/- duly notarized affirming that all the particulars/ documents furnished against the tender are true and correct and no material and information have been concealed and misrepresented by the agency as specified in Clause 2.9 (b) at Annexure-'III' of NIT.	
15	Documentary proof and declaration regarding proprietorship/ partnership/ Pvt. Ltd. /Ltd. firm (whichever is applicable) as specified in Clause 2.10 (a), (b) & (c) at Annexure-'III' of NIT.	
16	The bidder has to submit a written power of attorney authorizing the signatories of the bid to participate in the bid and also signing the service contract as specified in Clause 3.1 at Annexure-'III' of NIT.	
17	A declaration/ undertaking to confirm that for no agent, middleman or any intermediary has been, or will be engaged to provide any service, or any other items or work related to the award and performance of this service contract etc. on letter head as specified in Clause 3.3 at Annexure-'III' of NIT	
18	A declaration/ undertaking on non-judicial stamp paper of Rs.100/- duly notarized with regard to ensure that complete housekeeping work of CIP, Ranchi premises and property as per scope of work entrusted to its control shall be ensure by our Housekeeping Agency and also recovery of amount on account of theft/ loss cases under 'Fidelity Bond' through Insurance agency for minimum sum of Rs.5 Lakhs. (Five Lakhs) as specified in Clause 23 at Annexure-IV of NIT.	
19	The bidder should give an undertaking on their own letter head stating compliance to Rule 144 (xi) of General Financial Rules (GFRs), 2017 as specified in Clause 2.11 of Annexure-III of NIT	

20	The bidder should give an undertaking on their own letter head stating compliance to mandatory minimum Local Content (LC) requirement for claiming purchase preference linked with Local Contents under the Govt. policy as specified in Clause 2.12 of Annexure-III of NIT	
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NOTE:

1. The bidder shall enclose certified copy as documentary proof/ evidence to substantiate the corresponding statement.
2. In case a bidder furnishes a wrong or evasive documents/ certificates against above mentioned Checklist, its tender will be liable to be ignored.
3. Photocopies of all necessary relevant documents/ certificates duly self-attested must be attached for verification of the information provided.
4. If any documents/certificates detailed above is not supplied by the bidder their offer is liable to be rejected.
5. Any of the submitted documents/ certificates can be got authenticate from the issuing authority in case of any discrepancy observed by the CIP, Ranchi authority as and when found necessary.

Signature of bidder with full address & seal



Govt. of India
Central Institute of Psychiatry
 Directorate General of Health Services
 Ministry of Health & Family Welfare

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

TO BE FILLED BY THE BIDDER AND ENCLOSED IN SEPARATE FINANCIAL BID ENVELOPE
FINANCIAL BID FORMAT FOR PROVIDING HOUSEKEEPING SERVICES

The bidder shall quote Service Charges in percentage at S.No.9 for all categories and further financial component will be calculated accordingly for Category-I, II, III and stated in **Indian Rupees in words and figures** in Financial Bid as per given format on their letter head.

SI NO	Description of wages components (For details please refer to Clause 55 at Annexure-IV' (General Terms & Conditions of Service Contract)	Manpower Category & rates thereof		
		Facility Manager	House Keeping Supervisors	House Keeping Attendants
		Category – I	Category – II	Category – III
		CLC notified MW for Highly Skilled Category of Worker for Gr. "B" Area	CLC notified MW for skilled Category of Worker for Gr. "B" Area	CLC notified MW of Sweeping and Cleaning Workers for Gr. "B" Area
1.	Minimum Wages (Basic plus VDA)	19864.00	18070.00	13650.00
2.	Special allowance (25% of Basic plus VDA for Facility Manager)	4966.00	NA	NA
3.	ESI 3.25% of Basic plus VDA subject to Wage Ceiling upto Rs.21,000/- p.m. for entitlement as per ESI Act.	NIL	587.00	444.00
4.	EPF 12% + EDLI 0.5%+ Admin. Charges 0.65% (EPF Admin. Charges 0.65% + EDLI Admin. Charges Nil = 0.65%) = Total 13.15% of Basic plus VDA subject to Wage Ceiling upto Rs.15,000/- p.m. for calculation of share of contribution towards EPF accounts as per EPF Act.	1973.00	1973.00	1795.00
5.	Uniform Allowance Total 3% of Basic plus VDA for House Keeping Attendants and Housekeeping supervisors	NIL	542.00	409.00
6.	Total add S. No. (1) to (5)	26803.00	21172.00	16298.00
7.	Weekly Offs/ Replacement/Relieving Charges@ 1/6 th or 16.67% of total of sum (6) for Facility Manager, supervisors, Housekeeping Attendants.	4467.00	3529.00	2716.00
8.	Total add S. No. (6) & (7)	31270.00	24701.00	19014.00
9.	Service Charges (___) %age on total sum SI. No. (8) in Rupees			
10.	Total Add SI No. (8) & (9)			
11.	GST at present @18% or as applicable on total sum (SI.No.10)			
12.	Total Add SI No. (10 & (11) (Total Wages per person/ per month)			
13.	Manpower Strength			
14.	Grand total SI No. (12 x 13) Category-wise total monthly value of manpower strength			
15.	Grand total sum of all categories of manpower strength i.e Cat. I + Cat. II + Cat. III is quoted = Rs. Per month (Rupees ___per month only)			

IMPORTANT NOTE:

DENOTE:

***ESI:** In pursuance of Gazette Notification vide No. GSR1166(E), dated 22nd December, 2016 issued by Ministry of Labour and Employment under the ESI Act, 1948 and ESIC Notification vide No.X-14/11/1/2015P&D, dated 27.12.2016 in respect to enhancement of wage ceiling for coverage of employees under the Act from Rs.15,000/-p.m. to Rs.21,000/- p.m. with effect from 01.01.2017.

****EPF:** As per Gazette Notification dated 22nd August 2014 issued by Ministry of Labour and Employment under the EPF & MP Act 1952 (Amendment) Scheme 2014 and EPFO Notification vide No. Actuarial/18(2)/2008/Vol./III/7738, dated 29.08.2014 with regard to enhancement of wage ceiling to Rs.15,000/- p.m. for calculating share of contribution towards EPF, EPS & EDLI accounts with effect from 01.09.2014. In case, Central Government/EPFO authority notify revised orders in respect to enhancement of wage ceiling limit beyond Rs.15,000/- p.m. for calculating share of contribution towards EPF, EPS & EDLI accounts under the Act, the necessary amendments will be made in service contract under provisions of the EPF Act with adequate documentary proof thereof.

NOTE:

1. The Minimum Wage (Basic plus VDA) as specified in financial bid format at above are based on latest Notification vide Notification No.S.O.191(E) dated 19th January, 2017 issued on 08/05/2020 by Chief Labour Commissioner (Central), Ministry of Labour & Employment, New Delhi in respect of revision of minimum wages (Basic plus VDA) for the notified areas with effect from 01.04.2020.
2. The bidder shall quote Service Charges in terms of rupees in financial bid format at S.No.9 for all categories of manpower and further financial components will be calculated accordingly for all Category-I,II,III, in Financial Bid format on their letter head, failing which their offer will be summarily rejected. The bidder shall quote Service Charges as per above mentioned prescribed format for financial calculation. The service charges (in percentage) shall remain constant throughout the service contract period and they shall not be varied or altered during the contractual period. The bidder shall quote the service charge keeping in mind the statutory TDS deductions prevalent. If bidder quotes the service charge below the statutory deduction, their bid shall be summarily rejected. **If a bidder quotes "NIL" Service Charges/Consideration, the Bid shall be treated as unresponsive and will not be considered.**
3. Evaluation of financial bids will be based on Service Charges quoted by the bidders in financial bid.
4. The prospective bidders are hereby advised to take into account all provisions like Uniforms, Identity Cards, Salary Slip, Maintenance of Records, Stationery etc. and TDS deduction at source at notified rates from time to time on each bill, prior to quote Service Charges in their offer at S.No.9 for all categories of manpower.
5. Conditional bids/ offer will be out rightly rejected.

Signature of bidder with full Address & seal



**Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare**

Ref. F. No. A.12028/02/2019-Estt. dated 17.10.2020

Declaration

In response to the tender no. _____ dated ____ as owner /partner/Director of _____ I/We hereby declare that our agency shall abide by the following statutory rules and regulations for the purpose of this contract only.

List of Statutory Laws/ Acts enacted by Central Govt. /State Govt. to be complied by the Housekeeping Agency

- 1) The Minimum Wages Act, 1948
- 2) The Employees Provident Fund & Misc. Provision Act, 1952
- 3) The Contract Labour (Regulation & Abolition) Act, 1970
- 4) The Payment of Bonus Act, 1965
- 5) The Employees State Insurance Act, 1948
- 6) The Child Labour (Prohibition and Regulation) Act, 1986
- 7) The Payment of Wages Act. 1936
- 8) Shop and Establishment Act under Jharkhand shops and Establishment Act, 1948.
- 9) Equal Remuneration Act, 1948
- 10) Employees Compensation Act, 1923
- 11) Maternity Benefit Act, 1961
- 12) Industrial Dispute Act, 1947
- 13) The Payment of Gratuity Act, 1972
- 14) Any other law/acts enacted by central government / state government to be complied by the housekeeping agency.

Signature of bidder with full address & seal



UNDERTAKING FROM BIDDER ON THEIR LETTER HEAD

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that the bidder fulfills all requirements in this regard and is eligible to be considered.

Signature of the Organization or its authorized signatory with name, designation, date and seal

[Where applicable, evidence of **VALID** registration by the Competent Authority shall be attached.]



UNDERTAKING FROM BIDDER ON THEIR LETTER HEAD

"We _____ (Name of Bidder) undertake that we meet the mandatory minimum Local Content (LC) requirement i.e. _____ for claiming purchase preference linked with Local Contents under the Govt. policy against under tender no. _____."

Signature of the Organization or its authorized signatory with name, designation, date and seal

