

F.No. SAO-3/2008-ADMN.PGIMER

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

NOTICE INVITING TENDER

Director Post Graduate Institute of Medical Education & Research (PGIMER), Dr. Ram Manohar Lohia Hospital, New Delhi, on behalf of the President of India, invites Tender by "Two Bids" (both Technical and Price) for awarding Contract for hiring of Agencies to:

1. **Provide (i) Security, (ii) House-keeping (iii) Secretarial and other support staff and (iv) Other Allied Services in the entire PGIMER Campus including Guest House;**
2. **Run Cafeteria in the Campus**

from interested bidders. The Contract period will be initially for a period of one year and is extendable for further two years (on year-to-year basis) subject to the satisfactory performance by the Agency which will be certified by a duly constituted Committee approved by the Director PGIMER, Dr. RML Hospital, New Delhi and the decision of the Committee shall be final. In case adequate number of agencies (i.e. minimum three agencies) providing all these services mentioned against (1) above do not participate in tender or do not qualify in Technical Bid, the Director reserves the right to select separate Agencies for providing services of (i) Security, (ii) Housekeeping (iii) Secretarial and other support staff and (iv) other Allied Services independent of each other and his decision shall be final in this regard. Those agencies who are participating in Tender to provide composite service as mentioned against (1) above can also in addition submit tender for providing any of these services i.e. either (i) Security or (ii) House-keeping or (iii) Secretarial and other support staff or (iv) Other Allied Services individually. For this they will have to put in a separate "Tender Form" by way of double "Bid". The Bid Security as provided with the Technical Bid for Composite Service will be considered for this also and no separate Bid Security will be required to be deposited with the other Technical Bid. In case such an agency is awarded contract for a single service then the balance of the Bid Security i.e. the excess amount of the Bid Security for Single Service will be refunded. Further, in case an agency is awarded more than one services, then the Bid Security deposited with the "Technical Bid" for composite service will be retained.

It is clarified that PGIMER, Dr. RML Hospital will first consider only those agencies which are providing these services in a composite manner. The "Technical Bid" of agencies providing single service will be opened **only after** it is found that adequate number of agencies (i.e. minimum three numbers) providing these services in composite manner have not qualified the technical bid.

The work is estimated to Rs. 3.50 crores (Rupees Three crores and fifty Lacs) to 4.00 Crore (Rupees Four crores). This estimate, however, is given merely as a rough guide.

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

Terms & Conditions for Agencies providing services mentioned at (1) & (2) above:

1. The Agency should be registered with the Registrar of Firms for at least 5 years and should have provided such services to Government / Semi-Government / Public Sector Organizations for at least 5 years as on 31st December, 2009. Attested copies of Experience Certificates must be enclosed.
2. Only Delhi/NCR based Agencies will be considered. The relevant documents in this regard will be submitted by the Agency who must be ISO 9001-2000 certified
3. The tenderer should have average annual financial turn-over of Rs. 15.00 (fifteen) Crore or above during the last three years ending 31st March, 2009. In case of an Agency providing only single service (i.e. house-keeping or security or secretarial and other support staff , or other allied services), the average annual financial turn-over will be Rs. 5.00 (five) Crore during the last three years ending 31st March, 2009.
4. The Bid Security of Rs. 20.00 lacs (Rupees Twenty lacs only) in case of agencies providing all the services (i.e. house-keeping, security secretarial and other support staff , & other allied services) and Rs. 10.00 lacs (Rupees ten lacs only) in case of agencies providing only one of these services, shall be acceptable in the form of bank draft drawn in favour of Pay & Accounts Officer, Dr. RML Hospital, New Delhi, payable at New Delhi and shall remain valid for 45 days beyond final validity period. The Bid Security shall be forfeited by the Director, PGIMER, Dr. RML Hospital, New Delhi in the following events:
 - (i) If bid is withdrawn during the validity period or any extension thereof duly agreed to by the bidder.
 - (ii) If bid is varied or modified in manner not acceptable to the Director, PGIEMR, Dr. RML Hospital, New Delhi during the validity period or any extension of the validity period duly agreed to by the bidder.
 - (iii) If a bidder, after having notified the acceptance of his bid, fails to furnish the Performance Security within 7 days of notification of such acceptance.

- (iv) If the tenderer fails to provide services as per terms and conditions mentioned in the agreement at any stage during the contract period.
5. The successful bidder shall submit 10% of the tendered amount as Performance Security in favour of the Director, PGIMER, Dr. RML Hospital, New Delhi before taking over the services in the Institute. After submission of Performance Security, the Bid Security shall be returned.
 6. The Bid Security/Performance Security will be returned after making recovery of dues etc. if any, from the tenderer.
 7. Attested copies of Registration, PAN & TAN/Service Tax return as applicable issued in the name of the Firm must accompany the application. Annual Returns of previous 3 years (supported by audited Balance Sheet) should be enclosed.
 8. Income Tax clearance certificate shall also be made available by the bidder with the tender.
 9. The applicant must be a registered establishment/licensed contractor under the Contract Labour (Regulation and Abolition) Act 1970 and the Contract Labour (Regulation and Abolition) Contract Rules, 1971 whichever is applicable and is required to submit documentary proof of the same.
 10. The applicant must hold a valid registration for Employees Provident Fund (EPF)/ESIC and documentary evidence in support thereof.
 11. Tenders shall remain open for acceptance for 90 (Ninety) days from the date of opening. If any tenderer withdraws his/her tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to the Institute, then the Institute, without prejudice to any other right or remedy available to it, shall be at liberty to forfeit the entire Bid Security.
 12. Tenders in any form, other than the prescribed form issued by Director, PGIMER, Dr. RML Hospital, will not be entertained and will be summarily rejected.
 13. Each document attached with the Tender shall be **numbered**.
 14. The Tender Notice, terms and conditions, tender, amongst other documents, shall form part of the agreement with the party or parties whose tender(s) is/are accepted in full or in part by the Director, PGIMER, Dr. RML Hospital. **Tenderer must sign all the pages of Tender Document** issued by Director, PGIMER, Dr. RML Hospital (in original) in token of acceptance of all terms and conditions laid down in Tender failing which Tender will be rejected.

15. **The tenderer shall submit a check-list for pre-qualification bid duly signed by him (Annexure-I) and it should be placed on the top of the "Technical-Bid". Non-attachment of such a check-list with the "Technical-Bid" will be liable for rejection of the tender without assigning any reason thereof.**

16. **The tenderer shall also submit a check-list for Technical Evaluation duly signed by him (Annexure-II).**

17. In case the Agency fails to execute the job after signing the Agreement Deed or terminate the Contract before completion of period of Contract at their own accord, the Director shall have the right to forfeit the Performance Security deposited by the Agency for the execution of the Contract.

18. The Agency shall not engage any sub-contractor or transfer the contract to any other person. In case the selected Agency violates this condition, the contract is liable to be cancelled.

19. The clearance of the local police will be obtained by the Agency before deployment of the personnel for which necessary costs will be incurred by the Agency.

20. The Agency who is finally selected will have to submit a list of personnel to be deployed at the Institute alongwith 10% as leave reserve for approval of the Director or a Committee authorized by him in this regard.

21. It shall be responsibility of the Agency to make all statutory payments in respect of the personnel so employed and also meet with all the necessary statutory requirements. The Agency shall also indemnify Director PGIMER, Dr. RML Hospital, New Delhi against any statutory or other obligations as per the Law/ Rules in force from time to time.

22. The bidder shall have to bear all income tax liability both corporate and personal tax/liability of the personnel deployed by him.

23. The Bid Security of unsuccessful bidders will be returned on finalization of the bid.

24. Telex/Telegraphic/Telefax/Xerox/Photocopy bids shall not be considered.

25. **The bidders shall acquaint themselves with the conditions of the tender document, to fully appreciate the scope of work for different services required to be carried out which are only illustrative and not exhaustive. The successful bidder is required to carry-out the services as per requirement of the Director, PGIEMR.**

26. Bids are to be submitted by **"Two Bid System"** in duly sealed envelopes. Each envelope will clearly be super-scribed with the words "Technical Bid" or "Price Bid" as the case may be alongwith Tender No. and Item Description. Both

these sealed envelopes should be put in a separate envelope duly sealed bearing the tender no. and date of closing/opening prominently underlined and marked as "Techno-Price Bid".

27. The tenderers should quote clearly in figures as well as in words the rate tendered by them for each item in **Schedule 'A' (Annexure-III)** only in "Price Bid" and not in "Technical Bid" under any circumstances failing which the tender shall be summarily rejected.

28. When the tenderer signs a tender in an Indian language, the amount tendered should be written in English numerals.

29. The Performance Security shall be returned to the Agency on the expiry of the Contract period on furnishing the usual clearance/no demand certificate by the Agency.

30. Director or his duly authorized Representative/ Committee shall have the right to impose such penalty as it deems fit on the Agency if the Institute is put to any financial loss directly or indirectly by any act of omission or commission on the part of the Agency or the worker deployed by it on the premises of the Complex.

31. The tenderer, whose tender is accepted by the Institute, will intimate the name, office and residence address and telephone number(s) of his/her representative who will take day-to-day instructions from the authorized Officer of the Institute. Such person will maintain a regular liaison with the Registrar or authorized Officer of the Institute, as the case may be, to ensure smooth performance of the services under the contract.

32. The Bill of the preceding month shall be presented in triplicate by the Agency by 3rd of every month duly pre-receipted to enable the Institute to examine and arrange the payment as admissible.

33. The bidder shall comply with all relevant / applicable Labour Laws as existing and provide insurance cover to its workers. The bidder shall indemnify DIRECTOR, PGIMER DR. RAM MANOHAR LOHIA HOSPITAL against all action of omissions, faults, breaches and / or any claim or damage, injury and expenses to which the Director may be party or involved as a result of the successful bidder's failure to comply with the obligations under the relevant Act / Law which the bidder is to follow.

34. Tenders should be addressed to the Director PGIMER, Dr. RML Hospital, New Delhi-110001 and superscribed, "Tender for providing Security, Housekeeping secretarial and other support staff, and other Allied Services. In case an agency proposes to provide only single service i.e. either House-keeping or Security or secretarial and other support staff or Other Allied Services (and not the composite service including all), the envelope should be so superscribed

i.e. "Tender for Providing Security/House-keeping/Other Allied Services" by deleting the services which are not being provided by the Tenderer.

35. The decision of Director in all matters shall be final and he reserves the right to accept or reject all or any of the tenders, without assigning any reasons.

36. The tenderer who is awarded the contract shall be bound to execute and implement it by signing an agreement on the non-judicial stamp paper of the value of **Rs. 100/-** at his own cost (**Annexure-IV**). On acceptance of the tender by the Director it will constitute a binding agreement between the Director, PGIMER, Dr. R.M.L. Hospital New Delhi, and the person so tendering. Failure to comply with the above conditions will lead to the cancellation of the contract and forfeiture of his Bid Security.

37. The list of clients served during the last 5 years alongwith Performance Certificate should be attached.

38. The Technical Bid will be subject to evaluation/inspection by the Committee authorized by the Director, PGIEMR, Dr. RML Hospital. The recommendation/observation of the Committee will be considered by the Director for approval of the Technical Bid and the only approved bids by the Director will be opened for Price bid thereafter.

39. Extra items not covered in the contract will be decided by the Competent Authority i.e Director on the basis of estimates given by bidder duly supported with rates and analysis etc.

40. Extra clause of deviation - 25 to 33% extra work as per tender may be varied at the discretion of the competent authority i.e Director, PGIMER, Dr. RML Hospital.

41. PENALTY CLAUSE

The Director or duly constituted Committee by him shall be entitled to impose a penalty on account of any breach of Contract after providing an opportunity to the Agency to rectify or taking remedial actions to rectify the breach of Contract within stipulated time and the Agency having failed to do so. The penalty on the first occasion shall be to the extent of Rs. 1,00,000/- (Rupees One lac only) upon the agency weighing the gravity of breach, violation or contravention of any of the terms & conditions contained therein brought to the notice of the Committee. If the same lapse is repeated the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. The penalty will be deducted from the subsequent bill(s) to be submitted by the tenderer.

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

I. SCOPE OF SERVICES TO BE COVERED BY THE AGENCY WHO WILL PROVIDE, SECURITY, HOUSE-KEEPING, SECRETARIAL AND OTHER SUPPORT STAFF AND OTHER ALLIED SERVICES:

All the services as listed below are to be provided in Post Graduate Institute of Medical Education & Research, Dr. RML Hospital, New Delhi and the entire complex including Administration Block, Academic block, Auditorium, Library Block, Guest House and the surrounding area including the landscape. The bidder shall acquaint himself with the proposed site of work, its approach roads, working space available etc. before submitting the quotation. The bidder shall study carefully the materials, chemicals, machines, equipments, frequencies of different operations and the services required to be rendered under different headings and other conditions of the tender document to fully appreciate the scope of work before quoting his rates. All items used for replacement of defective items/fixtures shall be new and of the best quality available conforming to the relevant specifications as already existing/fixed in the building. Prior approval for replacing the same shall be obtained from the designated officer. Further all equipments that require repairing shall be immediately serviced and repaired, all parts and labours shall be furnished at no extra cost.

A. SECURITY

The contractor shall have to provide the security services in the Institute. The contractor shall ensure protection of the personnel & property of the Department, prevent trespassers in the assigned area with/without arms, perform watch and ward functions including night patrol on the various points and to prevent the entry of stray dogs and cattle and anti-social elements, unauthorized persons and vehicle into the campus of the Department building.

DUTIES AND RESPONSIBILITY OF SECURITY STAFF:

1. The Security Supervisor will be responsible for overall security arrangement of the concerned Department covered in the contract.

2. Security Supervisor will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
3. No outsiders are allowed to enter in the building without proper Gate Pass issued by the Authorized Officer of the concerned Department.
4. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the 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.
5. The officers and staff of the Department will keep the Identity cards with them for checking and allowing entry by the security personnel.
6. Deployment of Guards/Gunmen/Security Supervisors will be as per the instructions of the authorities of the Department and the same will be monitored personally by the concerned authorities from time to time and will be responsible for its optimum utilization.
7. Security personnel deployed in the premises on holidays and Sundays will be assessed as per actual requirement and the number of personnel will be suitably reduced.
8. The Security Supervisor/Guard will also take round of all the important and sensitive points of the premises as specified by the Department.
9. Security personnel shall also ensure door-keeping duties.
10. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites (Upper and Lower basement) located within the premises of the Institute.
11. Entry of the street-dogs, stray cattle and Monkeys into the premises is to be prevented. It should be at once driven out.
12. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises.
13. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattles.
14. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other fire fighting material available on the spot. They will also help the fire fighting staff in extinguishing the fire or in any other natural calamities.
15. In emergent situations, security staff/supervisor deployed shall also participate as per their role defined in the disaster plan, if any, of the

Department. Guards/Supervisors should be sensitized for their role in such situations.

16. The Security Supervisor/Guards are required to be courteous & display mature behavior, especially towards female staff and female visitors.
17. The Security Guard on duty shall not leave the premises until his reliever reports for duty. Any other provisions as advised by the Department may be incorporated in the agreement. The same shall also be binding on the contractor.
18. The agency shall remain in touch with the fire fighting department/ police and as and when their services are required, the agency shall co-ordinate and co-operate their action.
19. The agency shall provide round the clock security in the PGIMER Complex. There shall be one Manager, who should be Ex-serviceman. He should be assisted by one Security Supervisor each for Administrative Block, Academic Block, Auditorium Complex, Guest House and outer area including Cafeteria (Total Five). The agency shall also provide the ! #services of trained security guards, which shall not be less than 100 (Hundred) persons.
20. The Agency shall provide mobile phones to its Manager and Supervisors so that they can be contacted at any time. An internal land-line connection will be provided by the Institute at the Control Room to be provided to the Security Agency.
21. The security supervisors should be an Ex-Serviceman at JCO level below the age of 55 years and security guards should be between the ages of 25 to 35 years with well built/sound health (acceptable height 5,10"to 6") and must be 12th Standard pass.
22. The security staff shall be employed after having been declared medically fit by the hospital.
23. The list of names/address of the employees appointed by the agency including those as leave reserve shall be made available to the hospital authorities with their Bio-data for scrutiny to finalize the list of Security Personnel and it shall be countersigned by the authorized representative of the Director.
24. The changes in the manpower deployed, beyond those mentioned in above para, will not be allowed until prior approval / permission of the Director or an officer/ committee authorized by him is obtained.
25. In case of any loss or theft of institute equipments, furniture, etc. attributable to the negligence of the security personnel as decided by the authorities, it shall be made good by the agency and in the event of failure on their part to do so within a period of 10 days, the loss shall be

made good by the encashment of bank guarantee and if the amount of loss or damage exceeds the amount of bank guarantee, then the remaining amount shall be recovered from the agency.

26. The agency shall obtain license under the Contract Labour (Regulation and Abolition) Act, 1970 from the appropriate authority, if applicable and shall produce the license within one month after the commencement of the contract.
27. The agency shall take due care to comply with the provisions of the Contract Labour (Regulation & "Abolition) Act, 1970 including all other legal obligations, like Policy Charges proposed by the Government or legal amendments from time to time, during the period of the contract.
28. **PENALTY CLAUSE**

The Director or duly constituted Committee by the Director shall be entitled to impose a penalty on account of any breach of Contract after providing an opportunity to the Agency to rectify or taking remedial actions to rectify the breach of Contract within stipulated time and the Agency having failed to do so. The penalty on the first occasion shall be to the extent of Rs. 1,00,000/- (Rupees One lac only) upon the agency weighing the gravity of breach, violation or contravention of any of the terms & conditions contained therein brought to the notice of the committee. If the same lapse is repeated the extent of penalty will be doubled on each such occasion. The decision of the said Officer/Committee in this regard shall be final and binding upon the Agency. The penalty will be deducted from the subsequent bill(s) to be submitted by the tenderer.

B. HOUSEKEEPING FUNCTIONS

General Cleaning

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

(i) Office Premises / Living Rooms :

- a. Cleaning, Dusting and Vacuum Cleaning
- b. Dust windowsill & ledges. Clean window glasses, partitions etc.
- c. Dust louvered doors & mini blinds.
- d. Cobwebs removed and lamps & ceiling fans dusted.
- e. Dust furniture, wood work, shelves and base boards.
- f. Vacuum furniture including under seat cushions.

- g. Cleaning of all telephones, intercoms and light switches
- h. Empty and clean wastebaskets.
- i. Mopping and cleaning of Floors both wet and dry.
- j. Vacuum carpets and Wash tile floors.

(ii) Bathrooms / Toilets

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

(iii) Other areas:

- a. Post Construction Cleaning
- b. Cleaning of Outside Areas
- c. Daily sweeping of roads in the complex, and clearing garbage.
- d. Cleaning of Glass Walls and Curtains
- e. Cleaning of façade of High Rise Building
- f. Cleaning of external windows
- g. Spring Cleaning
- h. Steam Cleaning Operations
- i. Hot Water Injection Extraction
- j. Foam Generator for Carpet & Sofa Shampooing.

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

Pest Control Services:

- a. Cockroach Management Service
- b. Termite Management Service
- c. Rodent Management Service
- d. Bed-bug Management Service
- e. General Pest Management Service

AUTOMATED HOUSEKEEPING SERVICES:

The scope of work for hygiene & housekeeping services to be provided is referred as **Automated Housekeeping Services**, which are indicated below.

- i) Daily upkeep and cleaning of the floor areas including rooms, wash-basins, walls, corridors, grills, railings, doors, windows, fixtures and fittings, including lights and fans, passages, etc. on regular, daily and

need basis, by providing all inputs including proper tools, cleaning equipment, detergents/cleaning agents, disinfectants, acids, scrubbers, naphthalene balls, repellants, sprayers, liquid soaps, buckets, baskets, brooms, etc

- ii) All rooms, cabins, corridors, balconies, doors, windows, almirahs, waste-baskets, room-furniture, fittings, fixtures etc. shall be cleaned daily once or more on need basis by scrubbing/mopping and by using good quality cleaning agents as above.

HOUSEKEEPING SCHEDULE:

- a) All floor areas to be scrubbed and dried "once a day" before 9 AM.
- b) On Saturdays/Sundays/Holidays Deep Scrubbing of the floor areas that are not approachable on other days shall be done with the help of automated scrubber.
- c) Cabins to be vacuum cleaned before 9 AM every day.
- d) All toilets shall be cleaned four times a day at an interval of 02 Hrs. The detergent/disinfectant used shall be environment friendly biodegradable.
- e) Mirrors, sewer lines, drain pipes/lines etc. shall be cleaned periodically and need basis. The first round of cleaning should be completed before 9.00 AM.
- f) Floor & tiles to be polished on Quarterly basis to ensure spotless ambience.
- g) Metal polishing of brass letters once in a Month.
- h) All the furniture items like chairs, sofa sets, etc., curtains & vertical blinds are to be vacuum cleaned at least on weekly basis.
- i) Dry foam shampooing cleaning of Carpets, chairs & sofa sets will be done at least once in 3 months or as per requirement of DIRECTOR PGIMER, DR. RAM MANOHAR LOHIA HOSPITAL.
- j) All the carpets to be vacuum cleaner on weekly basis.

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

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

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

The bidder shall have to clean the area as per minimum frequencies mentioned. However, the cleaning shall have to be done more frequently, if required for proper House keeping, on the instructions of the authorized officer of DIRECTOR, PGIMER, DR. RAM MANOHAR LOHIA HOSPITAL, for which nothing extra shall be paid. Similarly, certain activities can only be done on Saturdays, Sundays or

other holidays to avoid in convenience to the users of the building. The work on Saturday, Sundays or Holidays shall be carried out at no extra cost. The bidder shall work in close co-ordination with the officials/authorized officer of DIRECTOR, PGIMER DR. RAM MANOHAR LOHIA HOSPITAL and modify working schedule, if required as per user's convenience. All the cleaning material will be supplied by the bidder and no claim whatsoever on this account shall be entertained.

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

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

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

SCOPE OF WORK FOR PROVISION OF SECRETARIAL AND OTHER SUPPORT STAFF:

The Agency shall be responsible for providing the necessary Secretarial and Support Staff to run the Office of PGIMER and various officers, faculty and departments. The following categories of staff would be required:-

1. Senior Executive
2. Executive
3. Stenographer
4. Accountant
5. EDP Personnel
6. Projectionist
7. Librarian
8. Assistant Librarian
9. Attendants

1. Senior Executive have to deal with all administrative matters and must have passed Graduation from any recognized University, with typing speed of 40 w.p.m. Should have computer knowledge of MS Office, internet etc. and must possess at least one year experience in the field.

2. Executive to assist Sr. Officers/Sr. Executive in administrative work including typing. Should have computer knowledge of MS Office, internet etc. Must have passed Graduation from any recognized University with typing speed of 40 w.p.m.

3. Stenographer Must be a Graduate from any recognized University with shorthand speed of 80 w.p.m. and typing speed of 40 w.p.m. Must be computer savvy preferably having Diploma/Certificate Course in Computer Literacy.

4. Accountant Must be a Graduate in Commerce from a recognized University. Preference will be given to the candidates having experience of working in Government Department.

5. EDP Personnel Should maintain the Computer & data feeding and should be a Graduate from a recognized University with One year Diploma in Computer applications. Preference will be given to the candidates having one year experience in the field.

6. Projectionist Should be at least matriculate and must have experience of handling over-head and other projectors. Capable of trouble shooting of Projectors, Audio-video System and Stage Management.

7. Librarian Must be Bachelor in Library Science. Preference will be given to candidate having experience of working in a Medical Library.

8. Assistant Librarian Must be Diploma in Library Science. Preference will be given to candidate who have worked in a Library.

9. Attendant :- Should be Matriculate from a recognized Board. Services of Attendants would be utilized in various departments, Libraries, Conference/ Committee rooms etc. to render required assistance to the Officers and Staff.

Agency must have minimum of 3 years of experience for providing personnel of the above mentioned categories to various Government Departments.

SCOPE OF WORK FOR ALLIED SERVICES

All the services as listed below are to be provided in PGIMER building and campus, from time to time:-

Civil Work:

- a. All kinds of hardware fittings
- b. Gyp rocking – including walls and ceilings, patching and installation, suspended ceiling grid repairs and tile replacement.

Electrical Maintenance:

- a. Maintenance of power panels.
- b. Maintenance of light fixture, power points etc.
- c. Running and maintenance of Laptops, Computers, Audio-visual aids like Projectors Audio-systems etc. installed in various areas of the Institute.

Air Conditioning Maintenance

- a. Air Conditioning of the campus will be maintained properly to render uninterrupted services.
- b. Any spare parts requiring replacement should be of ISI standard.

DG set maintenance:

- a. DG set installed in the Instituted should be kept fully functional and in running condition.
- b. In case of any power breakdown or failure, the DG set should be immediately made functional. For any delay in supplying power through DG set, deduction upto Rs. 5,000/- each hour or part thereof shall be made from the monthly bill submitted by the Agency.
- c. The agency shall obtain all statutory clearances including environmental clearance at its own costs.
- d. The cost of diesel/lubricants/spares will be borne by the tenderer.
- e. Maintenance/repair of DG set or any part thereof will be maintained by the authorized service agent of the manufacturer only and cost on this account will be borne by the tenderer.
- f. The tenderer will be responsible for handing over of all equipments/fixtures/installations in full working condition back to the Institute at the end of the Contract period and upto the satisfaction of the Competent Authority.

Horticulture Services:

- a. Regular watering, weeding and mowing.
- b. Top dressing and pruning of the plants
- c. Spraying of pesticides, fungicides and fertilizers periodically
- d. Renovation of old lawns
- e. Planting of seasonal varieties of plants/flowering plants.
- f. Nursery maintenance that includes potting, propagation and compost preparation.
- g. General maintenance work such as flower vase, pot arrangements, etc.
- h. Shrub reshaping and pruning
- i. Hedge cutting and trimming
- j. Weeding and mowing
- k. Lawn care and maintenance

Good variety of indoor plants in flower pots are to be provided in the Chambers of Senior Officers to be intimated to the Agency. The number of such Chambers may be approx. 20. Also the Corridor and Passage area of Auditorium, Library Block, and the Floors occupied by Senior Officers/Head of the Departments are to be provided with latest indoor plants with flower pots.

REQUIREMENT OF PLANTS LOCATION-WISE

S.No.	LOCATION	No. of Indoor Plants to be provided		
		Administrative	Academic	Guest House
01	G.F. Floor			
02	1 st Floor			
03	2 nd Floor			
04	3 rd Floor			
05	4 th Floor			
06	5 th Floor			
07	6 th Floor			

**AS PER REQUIREMENT FROM
TIME TO TIME**

The plants supplied should be of high quality. The plants to be supplied against the contract will be maintained by the Bidder by deputing trained personnel to the premises at his own cost and expenses.

The height of plants should not be less than 2 feet / 3 feet depending upon the nature and category of the plant.

The indoor plants should be supplied in 8" to 10" plastic pot, together with the plastic trays to contain the drained water.

The plants to be changed on fortnightly basis. However, if need arises, shall be changed as and when required by the Director.

Checking Services:

- a. Keeping a check on DG Set by maintaining log books
- b. Temperature of Chilled water, Discharge pressure, load of AC Plant
- c. Water Tank Filling
- d. Every hour load check of all the equipments
- e. Checking of Fire System & Equipments
- f. Checking of Security Equipments
- g. AHU servicing
- h. Exhaust Fan Cleaning
- i. Thorough check of LT panel
- j. Checking of Fire Extinguisher
- k. Servicing of Boom Barrier
- l. All Pump Servicing like : Jockey pump, Fire Hydrant, sprinkler, chilled water pump, etc.
- m. Transformer check
- n. Checking of Voltage Fluctuation Device
- o. Servicing of BMS Panels
- p. Servicing of Elevator

Carpentry Services:

- a. Repairing of all kinds of door, window and furniture
- b. Installation of additional fixtures or replacement of broken items for which separate bill will be submitted by the Agency for reimbursement after seeking prior approval.

Guest House Care Taking Services:

- a. Comprehensive management of guest house
- b. Agency must ensure the running of Kitchen in the Guest House on need basis which will be intimated from time to time.
- c. Providing all consumables, linen and toiletries to the guests. The quality of the linen, towel, blanket, etc. should be approved by the authorities of the Institute.
- d. Changing of bed sheets and linens in the rooms before the arrival of the guest and once in two days during his stay and as and when required by the Guest. Disposable kit consisting of tooth paste, small towel, soap etc. should be provided on the arrival of the Guest.
- e. Maintaining cleanliness in the rooms, toilets, corridors, and the entire Guest House complex including Kitchen.
- f. Maintenance of all the fixtures and equipments installed in the guest house.
- g. Maintaining proper record of guests staying in the guest house and submitting details to the Administration of the Institute.

General Conditions:

The bidder shall provide Identity Card and proper uniform to all his personnel at his cost. The staff shall maintain discipline and conform to office etiquette. DIRECTOR, PGIMER, DR. RAM MANOHAR LOHIA HOSPITAL reserves the right to remove undesirable staff of the bidder at his sole discretion

The bidder will provide all consumables/machinery/equipments etc. of standard quality/brand required for rendering services at his own cost.

The cost of running charges of machine i.e. fuel/petrol/battery/battery charges, shall be borne by the bidder and nothing extra is payable.

Machines/equipments brought by the bidder for performing the contractual obligations should be always in working condition. If any defect occurs in the machinery, the same shall be repaired and made workable within three days. However, necessary alternative arrangements is required to be made by the bidder for which nothing extra is payable. Non-functioning of machinery/non-availability of spares etc. shall not be considered as excuse for not fulfilling the contractual obligations. The DIRECTOR will not be responsible for any loss of material used by the bidder at the work place.

The existing buildings have very costly and intricate finishing on walls, ceilings and floors etc. The bidder shall make necessary arrangements at his own cost to prevent any damage inside the building to the existing work, due to his own activities. The bidder shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk and cost. The decision of the DIRECTOR in this regard shall be final and binding on the bidder.

II. AGENCY TO RUN CAFETERIA IN PGIMER CAMPUS AND THE SCOPE OF SERVICES TO BE RENDERED:

Director, PGIMER Dr. RML Hospital also invites tender by double bids (Both technical and commercial i.e monthly License Fee payable to the Institute) for awarding contract for hiring of an Agency to run the Cafeteria in the Campus. The successful bidder will be awarded contract initially for a period of one year which can be extended for a further period of two more years (On year to year basis) subject to the satisfactory performance certified by a duly constituted committee by the Director. The Cafeteria is a double storey building. Reputed established and willing Eatery Joints are invited to participate in tender to run the Cafeteria on the following terms and conditions:

Additional Terms and conditions:

The agency should be in catering business for at least five years as on 31st December, 2009.

1. The tenderer shall submit an Bid Security of Rs. 2,00,000/- (Rupees Two lacs only) in favour of DIRECTOR, PGIMER DR. RML HOSPITAL, NEW DELHI, by way of Bank Draft along with the technical bid.
2. The tenderer should have average annual financial turn over of Rupees 50 lakhs or above during each of the last three years.
3. The tenderer shall submit solvency certificate from a reputed bank for an amount of not less than Rs. 10 lakhs (Note: The banker should be any of the Schedule Bank as per RBI Act).
4. The agency shall not engage any sub contractor or transfer the contract to any other person.
5. The successful bidder will be provided only the space in Cafeteria Block. Furniture, equipments, appliances etc. will be the responsibility of the agency. Similarly, the agency shall be responsible for security, sanitation, waste disposal and meeting with all statutory provisions with regard to running of the Cafeteria. Electricity and water charges shall be payable by the successful bidder, in addition to the normal license fee.
6. The Institute shall have its Quality Control Committee which will inspect the eatables served and maintenance of hygiene in the Cafeteria . The Menu and rates of the eatable will be informed to the Institute in advance and the rates should be reasonable.
7. The timings of the Cafeteria will be from 08.00 am to 08.00 pm.
8. No other commercial activity will be undertaken by the agency in the Cafeteria.

9. Since PGIMER, Dr. RML Hospital is a no smoking zone. Visitors may be suitably advised by fixing placards/ signage not to smoke in the campus. Consumption of alcohol/drugs in the campus is strictly prohibited
10. The clearance of the local police will be obtained by the agency before deployment of the personnel for which necessary costs will be incurred by the Agency.
11. It shall be the responsibility of the Agency to make all statutory payments in respect of the personnel so employed and also meet with all the necessary statutory requirements. The Agency shall also indemnify PGIMER, Dr. RML Hospital New Delhi against any statutory or other obligations as per the Law/ Rules in force from time to time.

CHECK-LIST FOR PRE-QUALIFICATION BID FOR PROVIDING SERVICES FOR MAINTENANCE OF PGIMER BUILDING, I.E (I) SECURITY, (II) HOUSE KEEPING, (III) SECRETARIAL AND OTHER SUPPORT STAFF, AND (IV) AND OTHER ALLIED SERVICES/ TO RUN CAFETERIA IN THE CAMPUS.

(Strike out whichever is not applicable)

Sl. No.	Documents asked for	Page number at which Document is Placed
1	Bid Security (EMD) of Rs. _____ (Rupees _____) in the form of Bank Draft issued by any scheduled commercial bank in favour of Director, PGIEMR Dr. RML Hospital, New Delhi valid for 180 days.	
2	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3	Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-_____).	
4	Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year.	
5	Self attested copy of Service Tax Registration No.	
6	Self attested copy of valid Registration number of the firm/agency.	
7	Self attested copy of valid Provident Fund Registration number.	
8	Self attested copy of valid ESI Registration No	
9	Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.	

- 10** Proof of experiences of last five financial years along with satisfactory performance certificates from the concerned employers
- 11** Annual returns of previous three years supported by audited balance sheet
- 12** Any other documents, if required. Signature of the Bidder (Name and Address of the Bidder)
Telephone No.
- 13** Income Tax clearance certificate.
- 14** Clearance certificate of local police

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

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

CHECKLIST FOR TECHNICAL EVALUATION

Sl. No.	Information to be provided	To be filled by the Bidder	For office use
1	Annual Turnover (in Lakhs)		
2	Manpower on roll		
3	Experience of running Security services (in years)		
4	Volume of work done during last three financial years as specified in clause 34.		
5	Single work of more than Rs. 5,00,000/- during last three years.		
6	No. of trainers of the rank of Commissioned Officers of Military/equivalent rank of Para-military/Police.		
7	No. of Supervisory staff and trained Civilian/Ex-Military Ex-Paramilitary personnel.		
8	Training set-up [No. of Trainers] (a) Part-Time (b) Full-Time (c) Below JCO Rank (d) Above JCO Rank		
9	No. of Supervisory Field Staff		
10	ISO Certification of the firm (Yes/No)		

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

SCHEDULE 'A'

**PRICE BID FOR SECURITY, HOUSE-KEEPING, SECRETARIAL &
OTHER SUPPORT STAFF & OTHER ALLIED SERVICES**

S. No.	Description	*No. of Manpower required per day	Rate for persons per shift/ day	Monthly Amount	Yearly Amount
1.	<u>Security Services:</u>				
		100			
	(a) Security Guard	10			
	(b) Security Supervisor	02			
	(c) Security Manager				
2.	<u>House-keeping:</u>				
		100			
	(a) Safai karamchari	05			
	(b) Supervisor				

- Electrician 02
- Supervisor* -
- Technicians for Audio-Visual Aids and Computer Maintenance 02

(c) A/c Maintenance

- Electrician 02
- Supervisor* -

(d) DG Set Maintenance

- DG Set Operator 02
- Supervisor* 01*

* One for all i.e. Electrical Maintenance, A/c Maintenance & DG Set Maintenance

(e) Horticulture Maintenance

- Mali 04
- Supervisor 01

(f) Guest House

- Attendants 03
- Cooks 02
(well versed in cooking Chinese, South Indian & North Indian)
- Assistant Cooks 02
- 02

- Receptionist

- * The Number of Manpower required is likely to increase or decrease depending upon the actual requirement.
- ** Includes 3 Nos. for Main Library.
- *** Includes 5 Nos. for Main Library and 7 Nos. for Departmental Libraries.

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

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

Date :

ANNEXURE- IV

UNDERTAKING

To

The Director
PGIMER,
Dr. RML Hospital,
New Delhi – 110 001

Name of the firm/Agency_____

Name of the tender_____

Due date:

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We do hereby undertake that the services for which the Agency has submitted the tender shall be provided to the best satisfaction of the Institute. Our services shall be covered under "Fidelity Bond" through Insurance Agency for a minimum sum of Rs. 20 lacs (Rupees twenty lacs only). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

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

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

TENDER FORM FOR

- A. PROVIDING SECURITY SERVICES, HOUSE-KEEPING, SECRETARIAL AND OTHER SUPPORT STAFF, AND OTHER ALLIED SERVICES
- B. RUN CAFETERIA IN THE CAMPUS.

(strike out whichever is not applicable)

Cost of Tender Form : Rs 1,500/- (Rupees One thousands five hundred only)

Affix duly
Attested P.P.
Size recent
Photograph of
the prospective
bidder.

Due date for tender : 26th March, 2010

Opening time and date of tender : 2.30 p.m. on
26th March, 2010

1. Tender for the Service Applied For : _____
(to be specified clearly)
2. Names, address of firm/Agency _____
and Telephone numbers. _____

3. Registration No. of the Firm/ _____
Agency.
4. Name, Designation, Address _____
and Telephone No. of _____
Authorized person of Firm/ _____
Agency to deal with. _____
5. Please specify as to whether _____

Tenderer is sole proprietor/ _____

Partnership firm. Name and _____

Address and Telephone No. _____

of Directors/partners should _____

specified.

6. Copy of PAN card issued by Income Tax Department and Copy of previous Financial Year's Income Tax Return.
7. Provident Fund Account No. _____
8. ESI Number _____
9. Licence number under _____ Contract Labour (R&A) Act.
10. Details of Bid Security deposited:
(a) Amount : Rs. _____ (Rupees _____)
(b) FDR No. or DD No. _____

(c) Date of issue:
(d) Name of issuing authority:
11. Any other information:
12. Declaration by the bidder:

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

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

