

# *Request for Proposal*

FOR PROVIDING HOUSEKEEPING SERVICES  
FOR  
MOTHER & CHILD CARE HOSPITAL  
IN  
GORAKHPUR DISTRICT OF UTTAR PRADESH



**HLL Mother & Child Care Hospitals Ltd.**

(100% Subsidiary of HLL Lifecare Ltd.,)

(A Govt. of India Enterprise)

B-14 A, Sector-62, Noida - 201 307

Phone: 0120-4071500; Fax: 0120-4071513

URL: [www.hllmotherchildcare.com](http://www.hllmotherchildcare.com)

## I N D E X

<b>Section</b>	<b>Topic</b>
Section-I	Introduction
Section-II	Scope of Work
Section-III	Price Schedule

## Section-I

**Dated: 22.08.2018**

### **INTRODUCTION**

HLL Mother & Child Care Hospitals Ltd. has been mandated contract for Operationalization of 100 bedded Mother & Child Care Hospitals in 20 districts of Uttar Pradesh under PPP model i.e. Equip, Finance, Operate, Maintain & Transfer (EFOMT) basis.

HLL Mother & Child Care Hospital Limited, a 100% subsidiary of HLL Lifecare Ltd., (hereinafter refers as “Purchaser”) invites sealed proposals in two bid systems (Technical Bid & Price Bid in two separate sealed envelopes) from eligible bidders to provide Security Services in Mother & Child Care Hospital being set up in the district of Gorakhpur (UP) as given in Scope of Work for One year extendable upto more years on mutual understanding.

### **BID TIME LINE**

<b>Sl. No.</b>	<b>Description</b>	<b>Schedule</b>
1	Closing date & time for Submission of Bids	29/08/2018 at 1400 Hrs.
2	Time & date for Opening of Technical Bid	29/08/2018 at 1500 Hrs.
3	Venue for : Submission of & Opening of Bids	HLL Mother & Child Care Hospitals Ltd, B-14 A, 2 <sup>nd</sup> Floor, Sector-62, Noida (UP)

### **Documents Establishing Bidder’s Eligibility and Qualifications**

The bidder shall furnish, as part of its bid, relevant details and documents establishing its eligibility to quote and its qualifications to perform the contract if its bid is accepted.

The documentary evidence needed to establish the bidder’s qualifications shall fulfill the following requirements:

- (a) The copy of Firm/Company’s Registration / Incorporation Certificate with relevant authority in India.
- (b) The Bidder must have an average annual turnover of Rs.25,00,000/- (Rupees Twenty Five Lakhs only) and should be profit making during the last three years. Copies of the following documents should be submitted along with the Technical Bid.
  - Statement of average annual turnover of last three years, in support of eligibility criteria mentioned above, from a registered practicing Chartered Accountant.
  - Audited Balance Sheet along with Profit & Loss Statement of last three years

- (c) Self-attested copy of Service tax registration certificate, Employee Provident Fund (EPF) and PAN card.
  - (d) Self-attested copy of Registration certificate under Contract Labour (R & A) Act 1970.
  - (e) Self-attested copies of work Orders and Client's Satisfactory Certificates in support of qualification criteria
  - (f) Declaration for not having been blacklisted by any Tender Inviting Authority or by any State Government or by Government of India.
  - (g) Power of Attorney issued by Competent Authority in favour of the person **who is** signing **the tender(s)**.
  - (h) Notarized affidavit that tenderer does not have any relation with the person authorized to evaluate technically or involve in finalizing the tender or will decide the use of tendered items.
  - (i) A self-declaration on Rs. 10/- non-judicial Stamp Paper that the rates quoted in the tender are the lowest and not quoted less than this to any Government Institution (State/Central/ other Institute in India).
2. The bidder shall furnish along with its tender, earnest money of Rs.50,000/- (Rupees Fifty Thousand Only) in form of Account Payee demand draft to be drawn on any scheduled commercial bank in India in favour of the "**HLL Mother & Child Care Hospitals Limited**" payable at Noida.
3. Prospective bidders may send their queries by 25<sup>th</sup> August'2018 through email at [dkapoor@hlfppt.org](mailto:dkapoor@hlfppt.org) /[naveens@hlfppt.org](mailto:naveens@hlfppt.org). No queries/ representations will be entertained after 25<sup>th</sup> August. Any amendment to this effect shall be uploaded on company website [www.hllmotherchildcare.com](http://www.hllmotherchildcare.com) by 27<sup>th</sup> August'2018.

## **SECTION-II**

### **SCOPE OF WORK**

#### **1 Area of Work**

All open and covered area of Mother & Child Care Hospital Building will be in the scope of housekeeping services to be provided by the Contractor.

#### **2 Cleaning Services**

The aim & objective is to provide high level of clean, hygienic & presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the Hospital Authority. Authorized representative from Hospital will monitor the entire work & staff.

#### **3 General Instructions**

- All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste Management and Handling Rules of India, 1998 amended in 2000 and any other amendments or other regulations, in this regard.
- All infected, chemical, Radiation, Cytotoxic health care waste shall be segregated, collected, stored, transported to designated place in accordance with set guidelines in safety, ensuring that at no stage it gets mixed with general waste. Unscientific burning shall not be permitted. Different colored bags/containers namely green, red, yellow and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
- Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
- The scope includes segregation, collection, storage, transportation within and outside the hospital maintaining all statutory rules and regulations and legal requirement are to be followed at each stage.

#### **4 Documentation**

The Contractor shall maintain record/details of:

- Amount of waste going out to outsourced agency
- Complaint Book
- Duty Roster/Deployment Sheet of Housekeeping Staff
- Accident/Theft Register
- Logs & Checklists

## **5 Daily Services**

Housekeeping/cleaning services should be provided on 24 x 7 basis including holidays, so that all areas are spic and span all the time. Duty Rosters should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 am in rooms where work starts at 9.00AM. Contractor will arrange manpower for special VIP visit at no extra cost.

Housekeeping staff has to do following activities for all hospital rooms/blocks of all the departments, stores, canteen, kitchen, consultant chambers, wards, ICUs, SNCU, Operation Theatres, Laundry, Labs, all corridors, terrace area and all covered and open areas.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at hourly basis or as per requirement/direction.
2. Sweeping (Wet/Dry mop) in passage area, reception area, Patient Waiting area, corridors at hourly basis or as per requirement/direction.
3. The Contractor will provide, maintain, refill Hand wash/sanitizer in all the toilets/rest rooms.
4. Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, Laundry, corridors, ceiling, office rooms, training rooms, removal of wash/spit stains on walls on every two hours or as per requirement/direction.
5. Vacuum Cleaning of all carpets and upholstered furniture once in a day or as per requirement/direction.
6. Cleaning blood and other spills such as human excrement, urine, vomits, sterile body fluids whenever required.
7. Cleaning, dusting name plates, signage, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills etc.
8. Cleaning of dust bins, waster paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. twice or as per requirement/direction
9. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
10. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within/outside the hospital.
11. Cleaning, mopping, disinfecting OT floors, walls, ceiling/OT lights morning before starting case, in between cases and terminal cleaning at the end of the day.
12. Clean the patient bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
13. Cleaning and carbolization of ICU beds, OT beds between cases.
14. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis.

15. Cleaning of all open areas between & surrounding the building including sweeping of roads, lawns, paths, inside passage, corridors, cleaning of open drains etc or as per requirement/direction
16. Any additional work assigned by Sister I/C of the areas where the housekeeping staff has been placed for duty. Once assigned an area, the housekeeping staff will be under the control and supervision of the Sister I/C on duty of that area.

## **6. Weekly Services**

The deep cleaning of the entire area will be done by the contractor once a week as under:-

1. Dusting of entire area including windows/windowpanes/doors/ledges/elevation frames etc.
2. Cleaning of ceiling and high walls, cleaning of roof, porches etc.
3. Cleaning of sanitary fittings, toilet drain pipes etc., in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with applicable chemicals.
5. Washing of roads, lawns, paths etc. with High Pressure Jet Machine or as per requirement/direction.
6. The Contractor will make a cleaning program and submit the HMC for weekly cleaning so that Hospital concerned officials/ Incharge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.

## **7. Waste Disposal Management Other than Bio-Medical Waste**

1. The Contractor will prepare a flow chart including the method of collection/disposal etc in consultation with Hospital Administrator.
2. The Contractor will teach and train his staff for collection/disposal work. The garbage will have to be disposed off atleast thrice a day.
3. The Contractor will make arrangement to collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within/outside the hospital.

## **8. Pest and Rodent Control Services**

1. The Contractor shall take effective measure for Rodent and Disinfection Services including fogging etc. in the area under contract.
2. The Contractor shall use chemicals that are harmless to humans and machines and treated area. Material Safety Data Sheet (MSDS) report of these chemicals should also be attached. These chemicals, tools required for pest and rodent control and man power needed has to be arranged by the contractor himself.
3. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the contractor.

4. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of Hospital Administrator. Frequency of the services as decided by the Medical Superintendent/Hospital Administrator will be final.

## **9. Monitoring & Control**

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:

1. Toilet Checklist

This is to be attached on the back of the toilet door. It is to be filled up the Housekeeping staff on hourly basis and to be checked & verified by Housekeeping Supervisor twice in a day.

2. Management/Housekeeping Service Requirement/Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints, requirements for any of the services. All suggestions, complaints related to service or staff deployed by the Contractor will be registered at site on a computer/or in register and should be reported to Hospital Administrator/or any other designated official. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from Hospital officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/email, verbal complaints from Hospital etc. and necessary action is to be taken.



## **1 Other Terms & Conditions**

- 1.1 The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments. The contractor shall make all provisions for the conduct of training for the housekeeping staff/caretakers with no additional cost to Purchaser.
- 1.2 The contractor must be able to provide and cater for extra manpower as and when asked for additional duties during exigencies, wages will be paid as per existing daily minimum wages.
- 1.3 The Contractor will have to provide standard liveries as approved by Purchaser at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority within seven days from the date of entering into the agreement.
- 1.4 Contractor shall issue an identity card to each person who shall wear at the time of providing service and produce it on demand.
- 1.5 Contractor shall be directly and exclusively responsible for any liability arising due to any difference or dispute between him and his employees.
- 1.6 The company shall not provide any medical assistance or transportation of persons to work site or back shall have no other liability whatsoever except as expressly provide under the contract.
- 1.7 The contractor shall provide at his own cost safety equipment/materials to persons engaged in care taking and up-keeping of installations. All the safety rules and regulations will be observed by the persons engaged under this contract.
- 1.8 The contractor will arrange all items needed for his staff, viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, and issue of material and equipment, etc.
- 1.9 Hospital authority will provide the space for setting up a control room for the contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the housekeeping labour force working in the hospital.
- 1.10 The contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code also.
- 1.11 The contractor at all times should indemnify HMC 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 Dispute Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. HMC will not own any responsibility in this regard.
- 1.12 Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum Wages set by Central/State Government.
- 1.13 If contractor fails to provide required number of persons for duties or his employees fail to make themselves present for duties or during checks they were found to be absent, penalty will be levied.
- 1.14 The antecedents of Housekeeping staff deployed shall be got verified by the Contractor from local police authorities and an undertaking in this regard to be submitted to the Hospital authorities.

1.15 The purchaser shall not be under any obligations for providing employment to any of worker of the contractor after the expiry of the contract. The Purchaser does not recognize any employee employer relationship with any of the workers of then contractor.

## **2 Taxes, Labour Laws and Other Regulations**

- 2.1 The agency shall be liable to comply with all the rules & regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- 2.2 The agency is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the Contract. The agency shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the purchaser fully indemnified against liability of tax, interest, penalty etc. of the agency in respect thereof, which may arise.
- 2.3 The agency shall fully comply with all applicable laws and regulations relating to P.F Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour (R&A) Act, Workmen's Compensation Act, Migrant Labour Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and Local Governmental Agency or authority etc.
- 2.4 The agency shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/obligations. The agency shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the PF and ESI contributions, with the authorities concerned.
- 2.5 The agency shall be responsible and liable for all claims of his employees.
- 2.6 The agency shall obtain the license under the Contract Labour (R&A) Act from the office of the Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notice etc. as required under Contract Labour (R&A) Act, 1970 for inspection by visiting Labour Enforcement Officers.
- 2.7 The agency shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement of work and submit a copy within 30 days from the date of start of agreement.

## **3. Mobilization period**

Within 10 days from Award of Contract / LOI

**SECTION - III**  
**PRICE SCHEDULE**

NIB Ref./ RFX No.	
Name of the bidder	

**Manpower Charges**

<b>S.No.</b>	<b>Type of Manpower</b>	<b>Rate Per Month</b>	<b>Total Nos.</b>	<b>Amount Per Month</b>
A	House Keeping Staff			
B	Supervisors			

**Management/Service Charges**

C	Management Fee/Service Charges	
TOTAL OF A+B+C		

The above rates are inclusive of all taxes, levies including ESI Contribution, EPF, GST etc.

**Work Location: HMC Hospital, Gorkhpur (UP)**