



NOTICE INVITING TENDER

- 1) Registrar, Baba Farid University of Health Sciences, Faridkot hereby invites e-tenders from Service Provider Firm's for Cleaning & Housekeeping Services for premises of Guru Gobind Singh Hospital, Faridkot. Further details regarding the eligibility criteria and other Terms and Conditions for the above Contract are given in the Tender Document, which can be downloaded from the website <https://eproc.punjab.gov.in>. The tendering process shall be carried out online through <https://eproc.punjab.gov.in>. For any clarifications/difficulty regarding e- tendering process, please contact- Phone:- 01639-253098, Mob:9814457445 **01639-256232** Email ld-rbfuhs@gmail.com or msggshospital@ggsmch.org
- 2) Tender Fee to be charged by Govt.of Punjab as per their norms.(Non-refundable).should be deposited through online mode, The Tender document fee will not be accepted through any other mode
- 3) The schedule of major activities/Key Dates in this regard is as under:-

Date of start of downloading of tender documents	Immediately
Last date & time for downloading of the tender document & Bids Submission	10/ 04 /2023, till 5 P.M
Date & time and venue for opening of the Technical Bids	On any working day after approval from competent authorities
Date & time and venue for opening of the Financial Bid	On any working day after Technical Evaluation and approval of competent authorities.

- 4) Corrigendum / Addendum / Corrections/ important dates etc will be published on the website eproc.punjab.gov.in
- 5) Registrar, Baba Farid University of Health Sciences, Faridkot reserves all rights to cancel the tender without assigning any reason.
- 6) Detail of the Work required is mentioned in the Scope of work in the tender Document.
- 7) Tenderer will have to upload two separate cover/Bids 1) Technical Bid 2) Financial Bid Separately through online system

NOTE:-

- Registrar, Baba Farid University of Health Sciences, Faridkot reserved the rights to increase or decrease work load by 15% for which payment will be given as per rate quoted by bidder in BOQ performa
- The bidders are requested to quote their rates in the BOQ Performa only
- The perspective bidders are requested to be extra cautious in filling the tender. Once the tender is opened, no request regarding giving relaxation of documents or for overlooking any mistake committed by the bidder will not be entertained.

Sd/

**Registrar,
Baba Farid University of Health Sciences,
Faridkot**



OTHER DETAILS

S.R No.	Title	Details
1.	Tender Notification No :	To be generated automatically by the E-procurement portal of the Govt. of Punjab.
2.	Nature of work:	Cleaning & Housekeeping
3.	Cost of the tender document:-	Rs.2000/-+18%=2360/-only (Rs.Two thousands three hundred sixty Only) {Nonrefundable, under any circumstances}.
4.	Tender Processing fee:-	To be charged by Govt. of Punjab as per their norms.(Non-refundable).
5.	EMD Amount:	<p>Rs. 500000/-only (Rupees FIVE LAKH Only) (throughonline mode only) {Refundable to the Non-successful bidders, without any type of interest or other charges}.</p> <p><i>It must be clearly noted by all the bidders that No firm will be allowed any type of exemption from the deposit of EMD underany circumstances. If any document found to be forged the earnest money will be forfeited.</i></p>
6.	Performance Security:-	The successful bidder will submit Bank guarantee equivalent to 10% of the total contract value of one year . In the form of bank guarantee/FDR from any scheduled/nationalized bank. The performance security/bank guarantee shall be furnished within twenty-one (21) days or earlier from the date of receipt of communication from the Baba Farid University informing "Acceptance of bids". Bank Guarantee could be forfeited incase of breach of any condition on part of successful bidder
7.	Date of start of downloading ofTender documents:-	Immediate from the website of the Punjab Government i.e. https://eproc.punjab.gov.in
8.	Website for downloading of the tender document:-	https://eproc.punjab.gov.in
9.	Last date for downloading of thetender document:-	10 / 04 /2023 , till 5 P.M
10	Last date &Time for submission of the Tender documents:-	10/04/2023, till 5 P.M
11	Date of opening of theTender documents(Technical Bids):-	On any working day, after approval from the competent authorities. On the e-procurement portal of the Govt. of Punjab.
12	Date of opening of theTender documents(Financial Bids):-	After technical evaluation and approval from the competent authorities. On any working day at e- procurement portal of the Govt. of Punjab.
13	BID Validity	The tendering service Providers/bidders should keep their offers valid for acceptance for a period of one hundred and eighty days (180 days) from the date of the opening of technical bids



SCOPE OF WORK

Registrar, Baba Farid University of Health Sciences, Faridkot hereby invites e-tenders from Service Provider Firm's for Cleaning & Housekeeping Services for the premises of Guru Gobind Singh Medical Hospital, Faridkot.

No.	Name of the premise	Work Requirement	Approximate Floor Area in Square feet
1)	Guru Gobind Singh Medical Hospital, Faridkot. <i>Excluding Area of 2nd Floor, All Railings/Stairs, Work shop, Gas Plant, Diet and CR Office.</i>	Round the Clock 24 hours cleaning	2,44,429 sq.ft
2)	Mother and Child Block.	Round the Clock 24 hours cleaning	1,18,350 sq.ft
3)	Super Specialty Block. <i>Excluding Area of Top Floor</i>	Round the Clock 24 hours cleaning	58,924 sq.ft *
4)	Radio-therapy Block.	Round the Clock 8 hours cleaning	12,608 sq.ft
5)	Nuclear Medicine Block.	Round the Clock 6 hours cleaning	25,444 sq.ft
6)	TB & chest Block	Round the Clock 24 hours cleaning	18,390 sq.ft

- Approximate area is given, absolute area to be given by the firm and will be verified the UWD, BFUHS, Faridkot.

*Ground floor will be calculated when made functional.

A. DAILY SERVICES

- 1) Proper and effective cleaning, brooming and mopping of floors, rooms, wards, corridors, staircases, pantries, office chambers, academic block, Labs by providing all required items including proper tools, cleaning equipment's, detergents/ cleaning agents, Disinfectants, scrubbers, naphthalene balls, repellents, sprayers, liquid soap, buckets, baskets, brooms, etc. of reputed brands as per the list given by the concerned institution.
- 2) All toilets should be cleaned round the clock depending upon the area where they are located.
- 3) All toilets to be provided with all consumables / items / all the time.
- 4) Scrubbing of WC's, wash basins, sanitary fittings and toilet floors should be done daily and as well as when required.
- 5) The stock of all the cleaning materials/consumables/chemicals is to be maintained in Client's premises.
- 6) Removal of wastes from dustbins and disposing it off in the area earmarked for disposal. Cleaning of the floors round the clock during duty hours in duty hours areas (including Corridors & Toilet/Bathroom Cleaning) & round the clock 24 hours cleaning in 24 hours area including Corridors & Toilet/Bathroom Cleaning) or on the basis of need as required by in charge of the building.
- 7) Cleaning of Baskets, Wastepaper baskets cob-webs and disposing off all the collected



refuse/garbage/rubbish and other unserviceable materials to the notified dumping areas, on daily basis. Under No circumstances these shall be stacked/dumped even temporarily within the building or surroundings on premises.

- 8) Clearing of any chokings in the drainages manholes etc.
- 9) Cleaning and sweeping of open area including balconies.
- 10) Bio Medical waste service to be provided daily as per biomedical waste disposal latest guidelines.

B. WEEKLY SERVICES

- 1) Proper and effective cleaning of Electrical switch boards , Light fixtures , doormats , sign boards,name plates, lamp shades and overhead light fixtures. grills, doors, window fixtures and fitting including lights , fans etc.
- 2) Vacuum cleaning of sofa sets, Auditorium Chairs, Vertical Blinds.
- 3) Dusting of all items of furniture, windows and glass panes both from inside and outside, computers equipment's, telephone instruments, notice boards, flower vases, art objects, pictures,paintings, and machines in the premises.
- 4) Vacuum cleaning of carpet floorings and mats.
- 5) Vacuum Cleaning of areas wherever computers are located and installed.
- 6) Removal of beehives and cobwebs/honey webs from the office building and its premises. Cleaning and dusting of books and book racks present in the Library.(i.e Vacuum Cleaning)

C. MONTHLY SERVICES

- 1) Washing/cleaning of carpets, curtains, fabric chairs of the offices wherever provided.
- 2) All floors in common area floors including staircases shall be cleaned thoroughly by floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished/dried up .
- 3) Cleaning of Roof Tops with broom & checking of clogging of water drains.

D. GARBAGE COLLECTION

- 1) Collection and disposal of all garbage on regular basis at least once in a day from all the above building including Mess Area. The scientific disposal of the garbage is primary Responsibility of the contractor without any extra cost.
- 2) The scientific disposal of the garbage to be done to designated place earmarked by institution/hospital only, not at any other place.
- 3) Maintain hygiene in the premises by routine garbage collection and disposal in safe and secured manner.
- 4) Any spills or debris should be cleaned up prior to leaving the area.

INSTRUCTIONS/ GUIDELINES TO THE TENDERERS

- 1) Please download the Tender document from the website of the e-procurement of the Govt. of Punjab. Please sign on all the pages of the tender document along with a stamp/ seal. Then a scanned copy of the same may be uploaded on the website at the time of submission of the tender document. All pages should be duly numbered.
- 2) The bidders need to register themselves on <https://eproc.punjab.gov.in>. The bidder is also required to obtain Class III digital signature certificates to complete this process.
- 3) Tender Processing Fee may be deposited through online mode as per Govt. of Punjab e-procurement solution (<https://eproc.punjab.gov.in>) of NIC (GePNIC). The tender processing fee



- will not be accepted through any other mode.
- 4) Tender Processing Fee may be deposited through online mode as per Government e-procurement solution of NIC (GePNIC). The tender processing fee will not be accepted through any other mode.
 - 5) **Upload an affidavit as per Performa given at (Annexure-I) on Non- Judicial Papers of appropriate value, duly attested by an Executive Magistrate or a Notary Public should be uploaded on the website.**
 - 6) **Upload Technical Bid Performa (Checklist)& Complete Documents as demanded as in checklist (Annexure-II).**
 - 7) **Upload a signed copy of the terms and conditions (PartI, PartII, PartIII&Part IV) (Annexure- III).**
 - 8) **Upload Detail of Bank Account for refund of EMD (Annexure – IV)**
 - 9) **Upload Terms & conditions acceptance letter (Annexure – V)**
 - 10) **Upload General information of bidder as per (Annexure-VI)**
 - 11) **Upload Details of RTGS Code for Release of payments (Annexure – VII)**
 - 12) **Upload Details of Annual turnover statement (Annexure – VIII)**
 - 13) **Upload Format for Financial Bid (BOQ) (Annexure-IX)**
 - 14) **Upload Work Experience (Annexure-X)**
 - 15) In addition to this, following documents are to be attached with Technical Bid:-
 - a) Tender Fee: The tender document fee of Rs. 2000/-+18%=2360/- only (Rs. on Two Thousands Three hundred Sixty Only) may be submitted through online mode only. The Tender document fee will not be accepted through any other mode. It is pertinent to mention here that the Tender document fee once deposited will be Non- refundable under any circumstances.
 - b) Earnest Money **Rs. 500000/-only (Rupees FIVE LAKH Only)** (through online mode only){Refundable to the Non-successful bidders, without any type of interest or other charges}.It must be clearly noted by all the bidders that No firm will be allowed any type of exemption from the deposit of EMD under any circumstances. If any document found to be forged the earnest money will be forfeited
 - c) Details of registration as Company / Shop / Establishment. The supporting document should be uploaded on the e-procurement website of the Govt. of Punjab along with the tender document.
 - d) Copy of Certificate of Registration for service Tax/TIN/TAN/PAN/VAT/ GST (as applicable). The supporting document should be uploaded on the e- procurement website of the Govt. of Punjab along with the tender document.
 - 16) Amount of the Price of the item should be quoted only in Performa at Annexure-'IX'(In form of BOQ though online mode only). It is worth to mention here that the Prices of the items demanded once quoted/ finalized will remain same/ unchanged for a period of the contract.
 - 17) It should be clearly noted that this tender will be accepted though e-tender mode only. The tenders submitted through offline mode will not be accepted under any circumstances
 - 18) Honorable Vice Chancellor, Baba Farid University Of Health & Sciences, Faridkot & Registrar, Baba Farid University Of Health & Sciences, Faridkot reserves all rights to cancel the tender without assigning any reason.
 - 19) Period for which the offer will remain valid: The tendering Service Providers/bidders should keep their offers valid for acceptance for a period of one hundred and eighty days (180days) from the date of the opening of technical bids.



BABA FARID UNIVERSITY OF HEALTH SCIENCES, FARIDKOT
Tender Document for Cleaning & Housekeeping Services

- 20) Delivery Period/Starting of work should be within one month from the award of tender & in condition of not starting the work within one month Registrar, Baba Farid University Of Health & Sciences, Faridkot has the right to cancel the tender allotted to L1 & Can allot it to L2 & get this job to be carried out from L2 Bidder as per rules and will be forfeited of L1 Bidder.



ANNEXURE-I

(TO BE FURNISHED ON NON-JUDICIAL STAMP PAPERS)

(Worth Rs.100/- only duly attested by Executive Magistrate or Notary Public).

AFFIDAVIT

I/We _____ partner /sole proprietor (*Strike out which is not applicable*) of **(Name & Address of Firm)** do hereby declare and solemnly affirm:-

- a) That the individual/firm/companies are not debarred or black- listed by any department of Union/State Government or any autonomous institute.
- b) That no partner or shareholder, directly or indirectly connected with the applicant has been debarred or blacklisted by any department of Union Govt./State Govt./Autonomous Institute.
- c) That the terms and conditions for work of _____ are acceptable to me/us. I/We will abide by them in letter and spirit.
- d) That if at any stage it came before the Registrar, Baba Farid University of Health Sciences, Faridkot that the firm was blacklisted or debarred earlier then the contract will be stand cancelled.
- e) That the bidder or any constituent partner in case of partnership firm, never been convicted by a court of law.
- f) That the bidder never suspended operation for a period of more than one month continuously after commencing the operation or never abandoned the work allotted to firm
- g) That I will stick to the work plan provided by me in the technical bid.
- h) We will fulfill all the statutory requirements of the labour laws like ESI, EPF, Minimum wages etc in India and adhere to all the contractual obligation

Date: _____ DEPONENT

Place: _____

VERIFICATION

I/We do hereby solemnly declare and affirm that the above declarations are true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been concealed therein.

Date: _____ DEPONENT

Place: _____



ANNEXURE-II

TECHNICAL BID

CHECK LIST FOR TECHNICAL BID DULY FILLED IN TO BE ATTACHED WITH THE TENDER

Sr. No	PARTICULARS	DOCUMENT ATTACHED AT WHICH PAGE NO.	ATTACHED (YES/NO)
1.	Authorization to Sign the Bid		
2.	Constitutional status of the tenderer/bidder .i.e. Proprietor/ Partnership firm/ Pvt. Limited Company/ Public Limited Company/ Co-op Society etc.		
3.	Whether an affidavit on the non-judicial stamp paper, duly attested by the Executive Magistrate/Notary as per ANNEXURE-I (Duly signed and stamped scanned copy to be uploaded on the e- procurementportal)		
4.	Check list for technical bid evaluation ANNEXURE-II (Duly signed and stamped scanned copy to be uploaded on the e- procurementportal)		
5.	Signed copy of terms & conditions attached ANNEXURE – III (Part-I, Part-II, Part-III& Part-IV) (Duly signed and stamped scanned copy to be uploaded on the e- procurement portal)		
6.	Bank Details (ANNEXURE– IV) for refund of EMD attached (Duly signed and stamped scanned copy to be uploaded on the e-procurement portal)		
7.	Signed copy of an acceptance of terms & conditions acceptance letter (ANNEXURE–V) (Duly signed and stamped scanned copy to be uploaded on the e-procurement portal)		
8.	General information of bidder as per Annexure VI		
9.	RTGS Details ANNEXURE VII submitted through online mode		
10.	Annual Turnover Statement for last 3 years (in original) (ANNEXURE-VIII) (2019-20, 2020-21 & 2021-22).		
11.	C.A attested copies of Balance sheets and P& L Accounts for last three years (2019-20, 2020-21 & 2021-22).		
12.	Latest GST Clearance certificate.		
13.	ESI Registration Certificate		
14.	EPF Registration Certificate		
15.	Undertaking regarding Price certificate that the rate quoted by them are not higher than those quoted to other quoted department in the State of Punjab		



Sr. No	PARTICULARS	DOCUMENT ATTACHED AT WHICH PAGE NO.	ATTACHED (YES/NO)
16.	Copy of Tender Notice attached (Duly signed and stamped scanned copy to be uploaded on the e- procurementportal)		
17.	Whether the fee of Rs. 2000/-+18%=2360/-on account of Tender Fee has been		
18.	Whether an EMD of the appropriate value Rs. 500000/-only (Rupees FIVE LAKH Only) (through online mode only) Whether a soft copy of the same has been uploaded on the designated website atthe time of submission of the tender		
19.	Whether each page of the tender document and other enclosures as well as cutting(s)/ overwriting(s) have been signed/ initialed by the tenderer and also theforwarding letter duly signed by the authorized signatory, pages duly numbered, has been submitted? (Duly signed and stamped scanned copy to be uploaded on the e- procurement portal)		
20.	Copy of Certificate of Registration for service Tax/VAT/ TIN/TAN/PANattached. (Duly signed and stamped scanned copy to be uploaded on the e- procurement portal)		
21.	Detailed work plan of all institutes separately with appropriate manpower, machinery and consumable items to be used in the particular area as mentioned inthe scope of work.		
22.	Solvency Certificate duly certified by bidders bank (one should be 1/5 of estimated annual contract value of services)		
23.	No loss certificate in the last three years in relevant field of housekeeping and sanitations certified by chartered accountant		
24.	Valid License under Contract Labour Act.		
25.	Particulars of registration with various Government bodies (attach attested photocopy). Organization/ Place of registration/license		
26.	Copy of valid ISO 9001:2008 certificate for management of house keeping		

NOTE: Non compliance to any of the above conditions will render the offer/ tender to be rejected out-rightly and Pricebid of the firm will not be opened.



Dated: _____

Signature: _____

Place: _____

Name:- _____

Address:- _____

Contract No:- _____

E-mail id: _____

With Seal

ANNEXURE-III

TERMS AND CONDITIONS (Part-I)

1. Tenders will be submitted only through e-tendering mode. The tenders will not be submitted through any other mode, under any circumstances.
2. Tenders without earnest money or short of it or not in the form specified above will not be entertained and shall be rejected straightway.
3. No tenderer shall be exempted from furnishing Earnest Money Deposit (EMD) under any circumstances. The Earnest Money must be submitted in the shape of Online Payment Only.
4. It must be clearly noted that no firm will be allowed any type of exemption from the payment of EMD. The EMD must be submitted in the online mode only.
5. Earnest Money/ Security Deposit and/or any other sum of the tenderer(s) lying with the Registrar, Baba Farid University Of Health & Sciences, Faridkot, in connection with any other tender/case shall not be considered against this tender.
6. The bids received after the specified date and time for receipt of bids will not be considered under any circumstance. Registrar, Baba Farid University Of Health & Sciences, Faridkot shall not be responsible for any type of delay in submission of the e-tenders.
7. The tenderer will be responsible to ensure that the tender is properly uploaded and submitted within well in time. The Earnest Money Deposit must be submitted before the last date and time for opening of the technical bids.
8. Each page of the tender document should be signed in full by the tenderer(s) and should bear the rubber stamp/seal of the firm affixed/ scanned, if applicable, on each page. Any cutting(s)/overwriting(s) etc. should also be initialed. In case of any infringement of these conditions, the tender is liable to be rejected. A scanned copy of the complete tender document should be uploaded on the e-procurement portal of the Govt. of Punjab. (All the pages should be duly numbered)
9. In the event of the date of receipt or opening of tender being declared a holiday for the Registrar, Baba Farid University Of Health & Sciences, Faridkot the last date of receipt/opening of the tender shall be the next working day at the same time and venue.
10. The Price Bid shall be opened only in respect of those individual/ firms, who technically qualify.
11. Any conditional, telegraphic tenders, fax tenders, tenders without earnest money, and not in the prescribed form or in any deviation from the terms and conditions of the tender notice shall not be entertained and will be rejected out rightly.
12. The tenderer(s) shall be at liberty to be present, in person or through their authorized representative(s) at the time of opening of the tender as specified in the Tender Notice. In case the authorized representatives are to be present, they must furnish the authority letter from the tenderer, on whose behalf they are representing otherwise they will not be allowed to participate in the process



of opening of tender.

13. In case of violation of any of the terms and conditions as mentioned above, Earnest Money/ Security Deposit of the successful tenderer(s) shall be forfeited and the tender shall be cancelled and will be allotted to L2 as per prevailing rules
14. Any attempt, direct or indirect, to cast influence, negotiate on the part of the tenderer with the official/authority to whom he will submit the tender or the tender accepting official/ authority before the finalization of tenders will render the tender liable for rejection.
15. The rates quoted should be F.O.R. destination that may be Guru Gobind Singh Medical Hospital, Faridkot.
16. Honorable Vice Chancellor, Baba Farid University Of Health & Sciences, Faridkot / Registrar, Baba Farid University Of Health & Sciences, Faridkot reserves all the rights to accept or reject any tender without assigning any reason and also to impose/relax any term and condition of the tender.
17. If any part of BOQ left unfilled/blank by the tenderer/bidders, will liable to reject in the financial bid evaluation
18. If any of the Documents as required in the checklist/tender document not submitted, will liable to rejection.
19. In the case of partnership, the bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatories of the bid to commit each member of the partnership
20. Each bidder shall submit only one tender either by himself or as a partner in a firm. If a bidder or if any of the partners in a firm participates in more than one bid, such bid or bids are liable to be rejected.
21. Bid security (EMD) shall be forfeited, if the bidder withdraws its bid during the period of tender validity.
22. The Service Provider shall get the EPF pass books issued or e-registration with the EPF authorities be done by Provident Fund Department to every worker to be engaged for this service contract within 90 days of the award of the work. However, the Service Provider will ensure that if any manpower engaged by him already has EPF/ESI number in view of the services rendered by him somewhere else then he will get his earlier EPF/ESI registration emerged/transferred under his employment for transfer of benefits in accordance with EPF and MP Act and ESI act respectively.
23. **CRITERIA OF EVALUATION OF PRICE BID**
 - A. The Price Bids of technically qualified bidders (fulfill all the eligible criteria as per tender document) shall be evaluated on the basis of lowest bid criteria without compromising on the quality of work. Rates of all types of taxes (if any) as applicable should be quoted clearly.
 - B. The bidder with the lowest bid in totality of all the work will be L1.
 - C. **The bidder will further be liable for disqualification if it has:**
 1. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
 2. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
 3. If the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law , their application will be summarily rejected

Format for submitting financial bid and mechanism for payment:-

1. Bidders will quote the rates taking into account the scope of work mentioned and rates should be quoted per month as per format mentioned in Annexure IX. For the purpose of comparison of financial bid the grand total amount per month (inclusive of taxes, levies etc.) will be compared and only technically shortlisted bidders will be considered for financial bid .
2. **FALL CLAUSE:** The rates charged for the outsourced services by the bidder shall in no event



- exceed the lowest price of identical services being provided by the bidder to any persons/organizations including any Department of the Central Govt. or any Dept. Of a State Govt. or any statutory undertaking of the Central or State Govt., as the case may be during the currency of the contract except when the increase is due to statutory dues & levies. And under taking should be given regarding that.
3. **TOLERANCE CLAUSE:** Registrar, Baba Farid University of Health Sciences, Faridkot reserved the rights to increase or decrease workload by 15% for which payment will be given as per rate quoted by bidder in BOQ performa.
 4. Payment will be made every month subject to production of satisfactory performance report alongwith the bill.
 5. No escalation of rates quoted will be allowed during the period of the contract except due to revision of minimum wages or revised statutory provision. Although the minimum wages as per govt rules should be adhered to.
 6. In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
24. **PAYMENT TERMS**
Monthly Payment will be made after receiving satisfaction work certificate from the respective Head of the department & final approval of Registrar, Baba Farid University of Health Sciences, Faridkot.
25. **PENALTIES FOR QUALITY ASSURANCE: Penalty Clauses**

In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the hospital reserves the right to impose the penalty as detailed below:

Sr No.	Offences	Penalties (In Rupees)
1)	Not found displaying photo ID	50/- per person per day.
2)	Worker not in proper Uniform	500/- per person per day..
3)	Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	1000/- per person with removal of the offender
4)	Duty performed by a worker for more than one shift in 24 hours	200/- per instance in case of non-compliance
5)	Unsatisfactory performance	Individual Complaint: 1000/- per instance Adverse report by ad hoc Committee for inspection: 5000/- per instance Adverse Monthly report: 10,000/- per report
6)	Machine out of order/deploying lesser no. of machines	2000/- per machine per day
7)	Wrong/Improper chemical	5000/- per instance
8)	Absenteeism/Under deployed	1000/- per instance
9)	Complaints are not registered or not redressed	500/- per instance



10	For any other breach, violation or contravention of any terms and conditions	Rupees 5000/- will be imposed per day
11	In case the services remain consistently unsatisfactory for a period of more than 2 weeks	penalty of 5% of the annual contract value will be imposed

- A. 2% of cost of order/agreement (Annual cost to Institution/Hospital as quoted in tender) per week, up to 2 weeks delays for non-execution of contract after award of work.
- B. After 2 weeks delay, the Institution/hospital reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from L-2 bidder as per prevailing rules. The defaulting L-1 bidder may be debarred/blacklisted. The security deposited by the contractor shall also be forfeited.
- C. During the interim period of award of work and taking over of contracted work by the successful bidder, the on-going system by earlier service provider will continue.
- D. In case of default / cessation of work by the Service Provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market / L2 / L3 bidders and any excess amount payable arising thereof will be the liability of the defaulting Service Provider.
- E. Equipment uptime should be 100%. The bidder should keep adequate spare equipment in stock to maintain the 100% uptime.
- F. The amount payable for the preceding month will only be released after certification of satisfactory performance. 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 bidder will have to deposit the corresponding amount before release of further payments.
- G. 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.
26. **ARBITRATION**
The Arbitration Clause will be decided during the tendering process or at the time of signing of contract.
27. **JURISDICTION**:-All disputes are subject to the jurisdiction of courts at Faridkot only
28. **PERFORMANCE SECURITY**
- A. The successful bidder will submit Bank guarantee equivalent to 10% of the total contract value of one year. In the form of bank guarantee/FDR from any scheduled/nationalized bank. The performance security/bank guarantee shall be furnished within twenty-one (21) days or earlier from the date of receipt of communication from the Institution/Hospital informing "Acceptance of bids".
- B. The performance security shall remain valid for a period of 3 months beyond the



date of completion of all contractual obligations of the contract.

29. Failure of the firm to submit the above-mentioned Performance Security shall constitute sufficient ground for the annulment of the contract and forfeiture of the Bid Security. **FORCE MAJURE:** Force majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such event may include but are not limited to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. The Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
30. **Waiver**
At any time any indulgence or concession granted by institution/hospital shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision hereof after such time, indulgence or concession shall have been granted. Further the failure of institution/hospital to enforce at any time any of the provisions of the contract or to exercise any option which is herein provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part thereof or the right of hospital to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

TERMS AND CONDITIONS (Part II)

1. The contract will be valid for a period of **Two years** subject to appraisal and review by the authorities and in case the jobs performed are not found to be satisfactory, the contract shall be terminated by giving prior notice of one month to this effect. If work found satisfactory the contract can be extended for one more year with same rates.
2. The contract amount of this work is to be mentioned as per SQ feet area. Taxes Extra as per rules and regulations in force.
3. **At least 5 YEARS' experience in sanitation & housekeeping:** The Bidder should have executed sanitation & housekeeping services in Govt./Private Hospital of minimum capacity of 500 beds. Details of the experience in last five financial years (i.e 2017-2018, 2018-2019, 2019-2020, 2020-2021 & 2021-2022) should be submitted as per **Annexure X**. Proof of successful execution along with certified copies of the award of work/Agreement of the above mentioned works should be submitted.
4. **Turnover in the last 3 financial years:** The bidder should have had an average annual turnover of amount minimum 3 crore (i.e, 2019-2020, 2020-2021 & 2021-2022) in the last 3 FYs. A certificate to this effect from Chartered Accountant should be provided.
5. The bidder should not have **incurred any loss** in the last three years in the relevant field of housekeeping & sanitation. This should be duly certified by a Chartered Accountant. The bidder should have a solvency of one fifth of the estimated annual contract value of the services and should be duly certified by bidder's Bank.
6. **The bidder will also have to make a presentation on detailed work plan (i.e bidder should**



- provide plan for appropriate workers , machinery & consumable items to be used in particular area mentioned in scope of work and have to give undertaking in technical bid regarding this with stamp and signature . The successful bidder has to adhere to the same work plan and it will be the part of agreement) as part of technical evaluation regarding the execution of work, with emphasis on the manpower to be deployed, their distribution, consumables and chemicals to be used and reporting mechanisms to assess quality of work.
7. An agreement shall be signed by Medical Superintendent, Guru Gobind Singh Medical Hospital, Faridkot with the contractor in consonance with the terms and conditions. It is clearly understood by both the parties that this agreement is a commercial agreement and not one creating any employment or any rights of the workplace provided under invitation to offer service through outsourcing.
 8. The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
 9. Bidder would ensure that institution & hospital is neat and clean by 8:00 am in the morning daily; and would ensure cleanliness throughout the day/Night as per scope of work.
 10. 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 before submitting work plan, 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.
 11. 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.
 12. It will be the responsibility of the contractor to provide the **uniform** of distinct colour and design as approved by the institution/hospital authority and ensure compliance.
 13. The contractor shall **issue identity cards** to its employees in consultation with Security officer/representative of the Institution/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.
 14. The contractor shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards.
 15. **Bio-Medical Waste (BMW) Management:** Separate passages and/or timings as per the Bio-Medical Waste (Management and Handling) Rules, 2016. Where Common BMW Treatment Facility exists, same can be outsourced & where not, the BMW can be treated/disposed in house as per the BMW management rules. Please refer to the Bio-Medical Waste (Management and Handling) Rules, 2016 for details.
 16. **Chemicals:** At least three brand names to be proposed for all the chemicals to be used for cleaning. All cleaning agents and disinfectants should be appropriately labeled and stored in a manner that eliminates risk of contamination, inhalation, skin contact or personal injury. Chemicals must be clearly labeled and an MSDS must be readily available for each item in case of accidents. If a refillable bottle is used for storing disinfectant solution, it should never be topped up with fresh disinfectant. Always use a clean, dry, appropriately-sized bottle, label the product and date it. The product should be discarded when past the expiry date for stability.



17. **Equipment:**

Requirement of different type of mechanized equipment is to be provided in work plan presentation and as to be provided by the respective organization wherever required. Following given list of equipment's is merely indicative in nature and organization are required to select from the below givenlist and should be provided in work plan. Undertaking for their usage to be given at time of agreement.

- i. Heavy duty scrubber dryer
- ii. Ride on scrubbers
- iii. Walk behind scrubbers
- iv. Vacuum Cleaner wet & dry
- v. High Pressure Jet Cleaners/Washer
- vi. Road Sweeper (Manual and ride on Machine/vehicle)
- vii. Scrubbing & Vacuuming (Combined)
- viii. Small battery operated scrubber Machine
- ix. Polishing & Cleaning Machine
- x. Double bucket wringer trolleys/Multi use trolleys/ Bucket carrying trolleys
- xi. Spray pump for pest control as per (Indian Pest Control Association)IPCA recommendations
- xii. Rubber squeezers
- xiii. Ladder (24ft and 12ft)
- xiv. Scissor Ladders
- xv. Dust Control mop
- xvi. Caddy Baskets
- xvii. Any other Cleaning Equipment as per the need / requirement of the hospital.

18. Equipment used to clean toilets (e.g., toilet brushes, toilet swabs) should not be carried from room-to-room. In common toilet, a system should be developed for replacement of toilet brushes on a regular basis or as required. Tool for cleaning toilets shall be ones that will minimize splashing. The contractor shall procure the consumables (soap, toilet roll, paper towels, plastic mugs, hockey brush, wipers, Phenyl Liquid , Detergent washing powder , Homocol Tablets, Acid(HCL) Liquid soap,Colin , Glass Duster , Odonil , Foam, Toilet Brush , Coarse Fibred Jharu , Floor Duster, Hession Cloth and Tissue paper etc)./ chemicals/ detergents/ disposables/disinfectants and other stores related to sanitation & housekeeping. The contractor shall use eco-friendly and ISI marked detergents, chemicals, consumables. These chemicals should not damage/cause harm to the hospital property or of the users. The approval of the authorized representative of the hospital shall be obtainedbefore placing the purchase order. The hospital shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the store keeper of the contractor. A hospital representative can carry out surprise checks of the stores without any prior intimation. The contractor is bound to change any chemical, consumable, detergent to the satisfaction of the hospital authorities.

19. Wet mopping and vacuum cleaning would be done for cleaning within hospital premises. Use ofBroom and dry dusting is not permissible.

20. **CONTINGENCY SERVICES**

- I. The service provider shall also provide cleaning services in the entire premises as and



when the contingency arises, on any day of the week.

- II. The service provider shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
- III. No extra payment shall be charged for this contingency work.

TERMS AND CONDITIONS (Part III)

1. Valid License under Contract Labour Act.
2. Permanent Account Number issued by the Income Tax Department.
3. GST Registration Number issued by concerned tax circle.
4. Registration under EPF Act.
5. Registration under ESI Act.
6. Bidder should adhere to all the contractual obligation and labour laws like ESI, EPF, Minimum wages etc.
7. In case the selected agency is having GST&EPF Registration outside the state, it has to obtain fresh registration from the relevant authorities of Punjab within 30 days of issuance of Letter of Award (LoA)
8. The rate is to be quoted per sq ft of carpet area. The carpet area for this purpose shall be limited to the internal covered spaces like rooms, corridors, stairs, Roads, Ground etc. Bidder should quote the rate keeping in view the scope of work.
9. Where the bidder offers outsourcing services & submit tender duly signed and stamped, it shall be assumed that all the term and conditions prescribed in the tender document shall be applicable till the formal agreement is executed between the parties. In case any conflict or inconsistency between the tender document & agreement executed between the parties, both of the documents shall be construed harmoniously.
10. That the work or a part of it is not carried out by the bidder for a particular time due to some unavoidable reasons, the proportionate amount of service charges shall be deducted from the monthly bill of the bidder with prior information.

TERMS AND CONDITIONS (Part IV)

- 1) The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the hospital. No payments would be released till the contract license is submitted to the hospital. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPFC) against which the EPF subscription, deducted from the payment of the personnel engaged and employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. In the eventuality of the contractor failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the administrative head of the hospital is entitled to recover equal sum of money from any payment due or accrue to the contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged. The contractor shall issue EPF Pass Book/ESI card to every worker and shall supply the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work. If any change is



- required on part of hospital a fresh list of personnel shall be made available by the contractor after each and every change.
- 2) It shall be the sole responsibility of the contractor to abide by all statutory rules & regulations (eg. ESI, EPF, etc.) as applicable from time to time and no separate claims for the same shall be entertained by the organization.
 - 3) The contractor shall mandatorily furnish proof of payment of all the legal entitlements to the workers besides wages on a monthly basis.
 - 4) If on account of non-compliance with the provisions of any laws, institution/hospital is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Institution/Hospital all such payment and Institution/Hospital shall be free to make deductions on this account from the amount of Security Deposit, in which case, the contractor shall immediately pay to the Hospital such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Hospital to the contractor. The contractor will sign an **Indemnity Bond** in favor of institution/hospital to this effect. No liability whatsoever shall attach to the institution/hospital on account of or any failure on the part of the service provider to observe these regulations.
 - 5) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
 - 6) The institution/hospital shall not provide any sort of accommodation/electricity, etc to the personnel deployed by the contractor and no cooking/lodging will be allowed in the premises of the hospital at any time.
 - 7) If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the institution/hospital authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Hospital.
 - 8) The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of institution/hospital or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the institution/hospital premises and near to it.
 - 9) The Institution/Hospital will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor.
 - 10) The contractor shall not engage the personnel below the age of 18 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Institution/Hospital. All personnel should be vaccinated with COVID vaccine.
 - 11) Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines. The concerned contractor personnel shall attend the court as and when required.
 - 12) If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Institution/Hospital from the contractor.



- 13) The contractor has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor and not on Hospital administration.
 - 14) The contractor shall be responsible for all acts of omission/commission in the Institution/hospital by their employees during the course of discharge of their duties at the hospital. Hospital will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission.
 - 15) In case of any dispute of contractor with the client in that case jurisdiction will be at Faridkot.
 - 16) Persons suffering from contagious or infectious disease shall not be employed or permitted to work in institution/hospital & it reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the institution/hospitals on medical examination of such employees, shall be borne and paid by the contractor.
 - 17) The contractor will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Institution/Hospital premises is considered undesirable by the authorities.
 - 18) The service provider's work shall be executed under the concern departments of the institution/hospital. The contractor shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding the sanitation & housekeeping services will be made on his mobile number and he must ensure speedy redressal.
 - 19) The payment against bills shall be made every month by BFUHS Faridkot. The bill has to be accompanied by the exact data plus other charges. Which has to be certified by authorized representative of institution/hospital. The service provider shall disburse the wages to its personnel deployed in the hospital every month through ECS. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15th of every month.
 - 20) The contractor will have to deposit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee in every month.
 - 21) The contractor shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. The contractor has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on non-judicial stamp paper of Rs 10/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.
-



ANNEXURE- IV

Details about Bank Account of the firm who has deposited EMD

Name of the firm: M/s _____

Sr. No.	Particulars	Detail
1.	Account No.	_____
2.	Name of Bank	_____
3.	Branch Name	_____
4.	IFSC Code of Bank	_____
5.	Name of Operator	_____

Dated: _____

Signature: _____

Place: _____

Name:- _____

Address:- _____

Contract No:- _____

E-mail id: _____

With Seal



ANNEXURE- V

TERMS & CONDITIONS ACCEPTANCE LETTER

Date:

To

Registrar,
Baba Farid University of Health Sciences,
Faridkot.

SUBJECT: ACCEPTANCE OF TERMS & CONDITIONS OF TENDER.

Dear Sir,

1. I / We have downloaded the tender document(s) for the above mentioned 'Tender/Work' from the designated website.
2. I / We hereby certify that I / we have read entire terms and conditions of the tender documents. (Including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender terms & conditions of above mentioned tender document(s)/ corrigendum(s) in its totality / entirely.
5. In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against organization in satisfaction of this condition.

Yours Faithfully,

Dated: _____

Signature: _____

Place: _____

Name:- _____

Address:- _____

Contract No:- _____

E-mail id: _____

With Seal



ANNEXURE- VI

PROFORMA TO BE FILLED IN AND TO BE ATTACHED WITH THE TENDER

Sr. No.	Particulars	
1)	Name of the applicant (Tenderer/ bidder).	
2)	Names and Titles of Directors & Officers with designation to be concerned with this work.	
3)	Whether small/medium/large scale company?	
4)	Address of the tenderer/ bidder	
5)	Name of the Dealing Person :-	
6)	Position of the dealing person in the tenderer firm/ company/society (Person responsible for conduct of business)	
7)	E mail id:-	
8)	Fax No:-	
9)	Mobile No/Telephone No:-	
10)	Permanent Account Number (PAN) issued by the Income Tax Department.	
11)	GST No	

NOTE: Non compliance to any of the above conditions will render the offer/ tender to be rejected out-rightly and Price bid of the firm will not be opened.

Dated: _____

Signature: _____

Place: _____

Name:- _____

Address:- _____

Contract No:- _____

E-mail id: _____

With Seal



ANNEXURE – VII

PERFORMA OF RTGS CODE FOR RELEASE OF PAYMENTS.

Please provide particulars of your RTGS code as per following Performa on the letter head duly certified by your banker:-

Sr. No.	Particulars	Details
1)	Name & Address of the beneficiary	
2)	Account No.	
3)	Name and Address of the Bank	
4)	RTGS Code	
5)	PAN NO.	
6)	Phone/Mobile No.	

Dated:- .
Place:-.

Authorized Signatory
(Banker)



ANNEXURE-VIII

ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s _____
for the past three years are given below and certified that the statement is true and correct.

SR. NO	YEAR	TURNOVER (RS.IN LAKS)
1)	2019-2020	
2)	2020-2021	
3)	2021-2022	
TOTAL		

Overall Average Turnover per Annual Rs. _____ Lakhs

Signature of Auditor/Chartered Accountant
(Name in Capital)

Seal:



ANNEXURE-IX.

**Format for Financial Bid (BOQ) (Fill in the BOQ, As per
BOQ Uploaded Online on Punjab Govt e-procurement for this tender)**

ANNEXURE-X

WORK EXPERIENCE

UNDERTAKING – YEARS OF EXPERIENCE

Tender No. Due for opening on:_____ Name of the Service

I/ We M/s_____

hereby declare that:

1. Our agency has been in business for a period of at least last 5 years in Sanitation & Housekeeping services of following minimum Five hundred (500 Beded) Hospital for which therelevant supporting documents are submitted.
2. The list of Hospitals capacity of minimum 500 Beds served by our agency in the last 5 YEARSis given below:

Sr.. No.	Year (Financial Year)	Govt./Private Hospital	No. of beds / Area	No. of employes provided	Duration of contract (clearly specify in tenure in year and months)	Value of contract (year wise)	Contact details of the Govt./Private Hospital/ address and telephone number)	Attested copy (attested from the in charge or Medical superintendent) of original contract with Hospital capacity of minimum 500 Beds attached (Yes/No)	Proof of successful execution (Attested from the in charge or Medical superintendent)
1	2017-2018								
2	2018-2019								
3	2019-2020								
4	2020-2021								
5	2021-2022								