




**JAWAHARLAL NEHRU MEDICAL
COLLEGE AND
HOSPITAL, MAYAGANJ
ROAD, BHAGALPUR-812001**

Website-www.jlnmchbhagalpur.org



**TENDER DOCUMENT
FOR
HOUSE KEEPING
AND
FACILITY MANAGEMENT SERVICES**

Cost of the Tender Document: Rs. 1000/-

**TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND
FACILITY MANAGEMENT SERVICES FOR
JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL, BHAGALPUR**

1. Sealed tenders are invited from the eligible tenderers to provide housekeeping and facility management services for JLNCH Hospital BHAGALPUR, BIHAR for One year which is extendable further with mutual understanding, if needed.

Name of Work	Estimated Annual Cost for a year	Last Date of Receiving of sealed tender bids	Date of Tender Opening
Housekeeping and facility Management Services for JLNCH Hospital Bhagalpur (Indoor Cleaning & Campus Cleaning)	Rs. 150 Lacs	21 st day of first Publication in the news paper up to 05:00 PM	3 rd day of the last day of Tender receiving at 11:00 AM

2. A set of tender document can be purchased from the Office of the Medical Superintendent, JLNCH Hospital, Bhagalpur, Bihar – 812001 on any working day from first day of Publication in the news paper on a non-refundable cost of Rs. 1000/- (Rupees One thousand only) payable through demand draft/Banker cheque of any scheduled bank drawn in favour of “**SUPERINTENDENT JLNCH, Bhagalpur**” payable at Bhagalpur.
3. A Pre Bid meeting will be held at the Superintendent Office, JLNCH Hospital, BHAGALPUR, BIHAR to clarify queries, if any, of the tenderers on 5th day of the 1st Publication of Tender at 11 A.M. It is mandatory to participate in pre-bid meeting for tenderers. Otherwise they will not be eligible to submit tender.
4. Details of the Tender Document can be seen and Download at JLNCH's website www.jlnmchbhagalpur.org under “Tenders” tab.

Medical Superintendent

**TENDER NOTICE FOR PROVIDING HOUSE KEEPING AND
FACILITY MANAGEMENT SERVICES FOR
JAWAHARLAL NEHRU MEDICAL COLLEGE AND HOSPITAL, BHAGALPUR**

All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill the tender form and tender assessment criteria.

TENDER DOCUMENTS CONSIST THE FOLLOWING:-

- I. Eligibility criteria
- II. General Instructions to Tenderers
- III. General Conditions of Contract
- IV. Scope of Work (Annexure-I)
- V. Resource requirement (Annexure-II)
- VI. Technical Bid (Annexure-III)
- VII. Financial Bid (Annexure-IV)
- VIII. Declaration (Annexure-V)
- IX. Check List(Annexure-VI)

I. ELIGIBILITY CRITERIA:

1. The Tenderers must have an experience of handling the housekeeping work in reputed organisation including Govt& PSUs for at least three years supported by documentary evidence and must have among list of big clients, at least three Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from these three clients are also to be submitted along with tender.
2. The tenderer should have at least; One of the following:-
 - a) One similar work contract of 150 lacs or more; **OR**
 - b) Two similar work contracts of 75 lacs or more;
OR
 - c) Three similar work contracts of 50 Lacs or more.
3. The total turnover of the agency should not be less than Rs.3 Crores for housekeeping segment during requisite years of experience as mentioned at (1) above.
4. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents:-
 - a. ESIC, EPF, INCOME TAX AND SERVICE TAX
 - b. Registration certificate under contract labour (R & A) Act 1970
 - c. Any other registration which is mandatory for such agencies stipulated by concerned authorities from time to time
5. The following documents must be submitted along with tender:-
 - a. Audited Balance Sheets of last three years i.e. 2013-14, 2014-15 and 2015-2016 with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years with service Tax challan of the corresponding amount.
 - b. Income tax returns of last three years.
 - c. ESIC & EPF upto date payment details for the last three years.
 - d. Minimum wages clearance certificate from Labour Enforcement Officer.

6. The Tenderer should have sufficient employees on its rolls specifically trained for housekeeping work. Full list of the employees, viz., name, age, employee code, designation, experience in the field of housekeeping, PF, ESI details etc. should be attached with the technical Bid. Document in support of Service tax, ESI, EPF deductions and details of the health and safety measures, the tenderer takes for his workers should also be attached with the technical bid. The amount of service tax paid through challan must coincides with the Annual Turn over.
7. The Tenderer should have a valid labour license and license for providing Pest control and storing chemicals used for the same including Hospital Waste Management (other than Bio Medical Waste) services as applicable.
8. The tenderer should have at least **200 Nos.** of captive manpower on his payroll on the day of filing the tender. The tenderers having captive manpower less than this will be rejected and has to attach their list with ID Card (Voter/ Aadhar card).
9. Medical Superintendent reserves the right to withdraw/relax this eligibility criteria and in such a situation the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned, explicit/implicit.

II. GENERAL INSTRUCTIONS TO TENDERERS

Eligible and willing agencies are advised to visit the hospital site to get the onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10.00 AM to 01.00 PM by taking permission from the Superintendent, JLN MCH Hospital BHAGALPUR, BIHAR.

1. The closing date and time for receipt of tenders will be 05.00 P.M. on the 21st day of Publication..
2. The Tender will be opened at 3rd day of the last day of Tender receiving at 11:00 AM at JLN MCH Hospital, BHAGALPUR, BIHAR in the presence of the authorized representatives of the tenderers, who wish to be present at that time.
3. A pre bid meeting shall be held at the JLN MCH Hospital, BHAGALPUR, BIHAR to clarify any queries of the tenderer on 5th day of the 1st Publication of Tender at 11 A.M. and it is mandatory.
4. The Tenders are to be submitted as per two bid system i.e. **Technical bid and Financial Bid.**
 - (A) The technical bid should contain the papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipments, tools and tackles required for the job.
 - (B) Financial bid should contain the rates quoted for the services to be provided as per instructions given in the tender document. Separately for Labour/ supervisor charge and other charges.

Both the bids should be submitted in two separate sealed envelopes super scribed as **“Technical Bid for House Keeping Services”** and **“Financial Bid for House Keeping Services”**. **Earnest Money Deposit** to the tune of **Rs.1,50,000/- (Rs. One lac Fifty thousand only)** in the form of Demand Draft or Bankers’ Cheque in favour of **“SUPERINTENDENT JLN MCH, Bhagalpur”**

only of any scheduled bank should be in third envelope along with covering letter and it

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

should be superscribed “Earnest Money Deposit for Housekeeping Services”. All three sealed envelopes should be put in a fourth sealed envelope and should be super scribed **“Tender for House Keeping Services”**. Sealed tenders should be addressed to the **Medical Superintendent, JLN MCH Hospital, Mayaganj, BHAGALPUR, Pin-812001, BIHAR**. Tender submitted or received after the closing date and time will not be considered. The declaration in the prescribed Performa (Annexure-V) should be submitted along with the Technical Bid. Earnest Money Deposit (EMD) of Rs. 1,20,000/- (Rs. One Lac twenty thousand only) in the form of Demand Draft or Banker’s Cheque only from any scheduled bank drawn in favour of **“SUPERINTENDENT JLN MCH, Bhagalpur”** payable at Bhagalpur is to be submitted with the tender. In the absence of EMD, the tender will be summarily rejected.

5. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. In case of the successful tenderer EMD will be refunded after receipt of the performance security deposit. **No interest will be paid on the EMD.**
6. The bid shall be valid for 180 days from the date of opening of tender.
7. No Tenderer will be allowed to withdraw his tender after submission during the bid validity period (180 days). In case the tenderer does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.
8. **All entries in the Tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.**
9. **Each page of the Tender document and papers submitted along with, should be numbered, signed and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by the JLN MCH Hospital.**
10. **The tenderer shall quote for all the items of Financial Bid (Annexure-IV) failing which the bid shall be considered nonresponsive, incomplete and tender will be summarily rejected.**
11. **Tender incomplete in any way will be rejected out rightly. Similarly conditional Tenders will also be rejected out rightly.**
12. Technical Bids will be scrutinized, by the evaluation committee as constituted by the Medical Superintendent to check all requisite and relevant documents and their authenticity. The Tenderers whose Technical Bids are accepted will be informed about the date and time of opening the Financial Bids. Through official website/ their e-mail.
13. In case the successful Tenderer declines the offer of Contract, for whatsoever reason(s), their EMD will be forfeited.
14. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
15. The successful tenderer will have to deposit the **Performance Security Deposit of Rs.5,00,000/- (Rs. Five lacs Only)** in the form of Demand Draft/Bank Guarantee of any scheduled bank, drawn in favour of **“SUPERINTENDENT JLN MCH, Bhagalpur”** payable at Bhagalpur and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited. The successful Tender will have to display all the required machines, cleaning material and proof of manpower in hand then the work order will be referred following an agreement.
16. An agreement between Successful Bidder & Medical Superintendent will be entered into on

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

Rs. 1000/- Non Judicial Stamp Paper. Stamp value will be paid by the bidder.

17. **Medical Superintendent reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the hospital.**
18. **Medical Superintendent reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.**

III. GENERAL CONDITIONS OF CONTRACT (GCC)

1. The Contract shall initially be valid for a period of One year and may be extended for further period based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.
2. JLN MCH reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.
3. 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.
4. The Contractor will have to provide standard liveries as approved by JLN MCH administration 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.
5. **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 house keeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.**
6. JLN MCH Hospital BHAGALPUR, BIHAR 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 house keeping labour force working in the hospital.
7. JLN MCH Hospital Bhagalpur will provide space for a store room to the Contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by JLN MCH Hospital Bhagalpur staff during working hours.
8. The Contractor should ensure the Health and safety measures of the employees including Hepatitis B vaccines. JLN MCH may also conduct health check up of the staff deployed at regular intervals.
9. The Contractor will be responsible for supply / installation / refilling / maintenance of all consumables, items and equipments used in all areas of the hospital for housekeeping

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

purpose, as given in “Annexure-I”

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.
11. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. **The Contractor shall be fully responsible for the conduct of his staff.**
12. **The Contractor at all times should indemnify JLN MCH against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer’s Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. JLN MCH will not own any responsibility in this regard.**
13. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the State of Bihar Govt. If the rates quoted found below the minimum wages, tender will be rejected. Usually Labour minimum wages are being revised by the Labour Department in the Month of April or October. Hence every per Labour rate should be quote. Labour charge will be charged accordingly to the Labour department Notification.
14. **Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by Bihar Govt. in any time in the year.**
15. All the rates quoted by the bidder shall remain unchanged during the period of contract.
16. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by JLN MCH besides annulment of the contract.
17. Once the house keeping staff is allotted an area of work he or she will be under supervision of the HoD/Staff/Sister I/c of that area i.e. wards/OPD /stores/offices etc. and in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the HoD/Staff/Sister I/C. These instructions should be considered in the scope of work, if it is for the benefit of the patients.
18. **The Contractor shall:-**
 - a) Ensure Pest/Animal and Rodent free environment in the premises of JLN MCH Hospital Bhagalpur,
 - b) Provide all items and consumables to his housekeeping staffs per Annexure-II for use in the hospital,
 - c) Ensure that their managers / supervisors are equipped with mobile phones , and are available round the clock.
 - d) Ensure that the workforce deployed by the tenderer should be on his payroll.
 - e) Provide Hospital Waste (Non-Biomedical) management Services when applicable including all equipment, containers, trolleys etc,
 - f) Arrange for a garbage disposal vehicle, and other equipments required for segregation and disposal of waste in a professional manner, the colour coded garbage bag of sufficient size will have to be provided by the tenderers.

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

g) Plan, manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the house keeping staff. .

The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff as per National policy on Housekeeping.

13. Scope of work and services for each of the premises:

- a) Details of the scope of work are enclosed at “Annexure-I”.
- b) Details of Equipments to be used, number of manpower to be deployed, consumables and items to be used at hospital are given at Annexure ‘II’ under resource management.
- c) The number of equipments, consumable except manpower mentioned in Annexure ‘II’ are minimum. The contractor, however, shall provide all the resources, to meet the contractual obligations and under no circumstances whatsoever the contractor will claim anything.

14. Variations

The JLNCH Hospital Bhagalpur official in charge may order variations in the scope or quantum of work through a written variation order based on in any increase in requirements. The payment for the variation shall be worked out on the basis of contract rates for manpower.

15. Payment Procedure:

Payment will be made on the availability of fund in the first week of the succeeding month upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized Performa approved by JLNCH Hospital, Bhagalpur, along with computer generated attendance sheet in respect of the persons deployed.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with ESI contribution sheet downloaded from ESIC Insurance Portal:-

- a. Wages of workers were credited to their bank accounts on _____
(Acknowledgment by bank enclosed).
- b. ESI Contribution relating to workers amounting to Rs. _____ was deposited on _____ (Copy of Challan enclosed with contribution sheet)
- c. EPF Contribution relating to workers amounting to Rs. _____ was deposited on _____ (copy of the Challan enclosed with contribution sheet)
- d. Service Tax deposit challan of We are complying with all statutory Labour Laws including Minimum Wage Act.

The payment would be made on monthly basis on verification of attendance sheets, wage register, monthly ESIC/EPF/Service Tax challan/Deployment sheets/ Duty Roster/Satisfaction Report duly signed by HoD of the concerned areas, documents in support of salary disbursement through ECS. Workers of contractors should get the wages on the seventh day of each month. The payment of wages shall not be linked to the Initial of JLNCH authorised officer Sign of Tenderer with seal

payment of bill by JLN MCH. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. The Housekeeping Agency shall make payment of monthly wages to the deployed staffs by ECS only.

Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all. If the agency does not make payment through ECS, the Contract will be terminated.

16. Liquidated damages:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by sister I/C or any other staff of the hospital and if no action is taken within ONE hour, liquidated damages @ Rs.500/- per complaint shall be imposed. The decision of Medical Superintendent JLN MCH Hospital Bhagalpur shall be final in this regard.

17. Manpower

- a. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to Medical Superintendent of JLN MCH Hospital Bhagalpur.
- b. The Contractor should ensure to maintain adequate no. of manpower as per Annexure 'II' and also arrange a pool of stand-by housekeeping staff. In case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff. **If the deputed workers found are less than the minimum required as per Annexure 'II' on any day, penalty @ Rs.500/- per worker per day will be deducted from the bill.** Payment will be done only for the staff who was on duty and will be restricted to the salary paid to him/her by the contractor as per minimum wages act. For absentees payment will not be made.

18. Materials

Any deviation in the house keeping tools quality & quantity and other resources as mentioned in Annexure 'II' will invoke penalty as decided by the competent authority. In case the contractor has not provided the sufficient amount of equipments, tools and tackles and requisite materials even after levy of penalty, the hospital may procure it and deduct the cost from the bills of the contractor.

19. Risk Clause

- a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. JLN MCH reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the JLN MCH Hospital Bhagalpur from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the contractor as per the

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

direction of the Hospital Administration.

Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.

- c. In the event of loss/damage of equipments etc. at the premises of the JLNMCH Hospital Bhagalpur due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to JLNMCH Hospital Bhagalpur. The Contractor or its representative/s shall meet Hospital representative/s regularly to take feedback regarding the Housekeeping services.
- d. The Contractor will also maintain a suggestion book and a complaint register to be produced to the hospital administration or designated official on weekly basis.
- e. **The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the JLNMCH Hospital Bhagalpur premises and shall indemnify Hospital, for any loss or damage caused by any act of the Contractor or its employees or staff etc.**
- f. **The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.**
- g. Training on behaviour aspects and ethics must be done regularly. The housekeeping staff may be made conversant with the way of working of JLNMCH Hospital, its requirements, layout of hospital, fire safety system alongwith telephone numbers of Police station, fire station, nearby hospitals.
- h. Licenses if any required for Housekeeping services at the site will be procured by the Contractor.

20. Dispute Settlement

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Medical Superintendent, JLNMCH Hospital, Bhagalpur whose decision shall be final and binding on both the parties.

Medical Superintendent

ANNEXURE-I

Initial of JLNMCH authorised officer

Sign of Tenderer with seal

SCOPE OF WORK

Area of work:

All open and covered area within the boundary of the JLMCH Hospital, BHAGALPUR, BIHAR will be in the scope of housekeeping services to be provided by the contractor.

Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staffs deployed are dressed in neat and clean uniform approved by the JLMCH Hospital Bhagalpur Bihar. **Officials of JLMCH will also monitor the entire work and staff.**

General Instructions:

1. 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.
2. A detailed Hospital Waste Management Plan shall be prepared and got approved from JLMCH before starting the work.
3. All infected, chemical, Radiation, Cytotoxic Health care Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that it at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags/containers namely green, red, yellow and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pre-treated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and then placed in a bigger bag/container for transporting.
6. Covered Trolleys should be used for transportation. Before final disposal/treatment waste should be kept in specified location and in specific liners and containers.
7. The scope includes segregation, collection, storage, transportation within and outside the hospital until final disposal. All statutory rules and regulations and legal requirements are to be followed at each stage.

General Requirements and Documentation

Initial of JLMCH authorised officer

Sign of Tenderer with seal

- Organisational structure and line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipments used
- Colour coding
- On job training and documentation
- Description for each category of housekeeping
- Hospitable and polite with patients and hospital staff.
- PPE wherever necessary
- HBV vaccination of all the staff
- Maintaining records of
 - a) Needle stick injuries
 - b) Amount of waste going out to outsourced agency
 - c) Memorandum of understanding
 - d) Complaint book
- Maintaining logs and checklists
- Both male and female staff should be posted in areas like wards, ICUs, casualty and OPD
- Female patients should be attended by female staff only.
- Immediate replacement of on leave staff.
- Rotation of staff if required.

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M in rooms where work will start at 9 am. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during Hospital accreditation process.

Housekeeping staff has to do following activities for all of the hospital rooms of all the departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, operation theatres, CSSD, laundry, labs, blood bank, all corridors 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 regular intervals of 4 Hours on daily basis.
- 2) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, corridors, ceilings, office rooms, training rooms at regular intervals on daily basis.
- 3) Vacuum cleaning of all carpets and upholstered furniture
- 4) Cleaning and disinfecting kidney trays, urinals, bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.

- 5) Cleaning blood spills and others such as human excrement, urine vomitus, sterile body fluids when required.
- 6) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
- 7) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
8. 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.
9. 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 the hospital.
10. Refilling, replacing and emptying of sharp containers at all stations.
11. Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
12. Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / Nursing orderly / Staff nurse / Nursing sister.
13. Washing linen which are soiled by urine, vomitus, faeces and others with 1% hypochlorite solution and send to laundry.
14. Spraying room fresheners in all rooms on daily basis at regular intervals.
15. Assist in transporting dead bodies to mortuary and dispose off dead fetus and amputated limbs or other parts to BMW collection point.
16. Assist in fumigation of ICUs as per schedule.
17. Cleaning, mopping, disinfecting OT floors, walls, ceilings/OT lights morning before starting case, in between cases and terminal cleaning at the end of the day.
18. Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when client is discharged or when soiling occurs.
19. Cleaning and carbolization of ICU beds, OT beds between cases.
20. Washing of slippers in ICU's, OT, dialysis etc.

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

21. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
22. 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. Re-stock 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 during daytime.
23. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the JLNMC official In charge.
24. Any additional work assigned by the Health Manager of the area where the house keeping staff has been placed on duty. Once assigned an area the house keeping staff will be under the control and supervision of the Health Manager on duty of that area.

(B) Waste Disposal Management Other than Bio Medical Waste

1. The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
2. The contractor will teach and train his staff for the collection / disposal work. The garbage will have to be disposed off at least 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 the hospital.
4. Ensure that the Garbage bin is cleared daily.

I Weekly Services

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

7. Dusting of entire area including windows / windowpanes/ doors / ledges, etc.
- 2) Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, 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 detergent/ cleaning agents.
- 5) Washing of outside area with High Pressure Jet machine.
- 6) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- 7) The Tenderer will make a cleaning program and submit to JLNMC for weekly cleaning so that JLNMC's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- 8) The Contractor will work in the specified area mentioned in the scope of work.
- 9) The Contractor will provide the duty register to JLNMC as required.

Initial of JLNMC authorised officer

Sign of Tenderer with seal

(D) Pest and Rodent Control Services

7. The Contractor shall take effective measures 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. 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 JLN MCH Hospital Bhagalpur.

(E) Housekeeping Monitoring and Control

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

7. **Toilets Checklist**
This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.
2. **Management / Housekeeping Service Requirements/ 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 services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, JLN MCH. 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 JLN MCH officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from JLN MCH, etc. and necessary action is to be taken.

ADDITIONAL SCOPE PERTAINING TO HOSPITAL:

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

7. Housekeeping in the hospital conditions is different than the house keeping services in other commercial organizations. Housekeeping staff has to work between the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the house keeping staff has to show his /her humanitarian concern towards the patient and provide him all types of required help and services. Such services may be need bases and might not been included in the general scope of work but they have to be provided by the house keeping staff if needed.

In view of the above Any work assigned by the sister I/C for the patients benefit like cleaning of vomits,urine, stool, blood or any undesired material produced by the ill patient or helping him in change of soiled cloths / linen or any type of need in emergency and Helping the ill patient in any type of need is included in the scope of work.

The house keeping staff shall maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

2. OPERATION THEATERS:

Operation theatres are the most important place in the hospital which needs maximum care and cleanliness by the house keeping staff.

Repeated cleaning and disinfection of the operation theatres after every operation , removal of the biomedical waste including human body parts and soiled waste, cleaning the used soiled linen as per SOPs of the Operation theatres and any other type of work assigned by the sister I/C of operation theatre to the house keeping staff has to be performed efficiently.

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed as per schedule .
- Operation theatre walls shall be thoroughly cleaned using a specialize soap/disinfectant solution before and after every operation.
- Floor shall be washed thoroughly mopped with a specialized soap/disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.
- Toilets/bathrooms will be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas, doctor's lounge, nurses lounge, Change rooms, waiting lounge and inside operation theatre shall be swept and mopped in the morning and at regular intervals to keep them clean.
- The floor scrubbing will be done in the night or as and when asked for according to the scheduled operations and movements in that area.

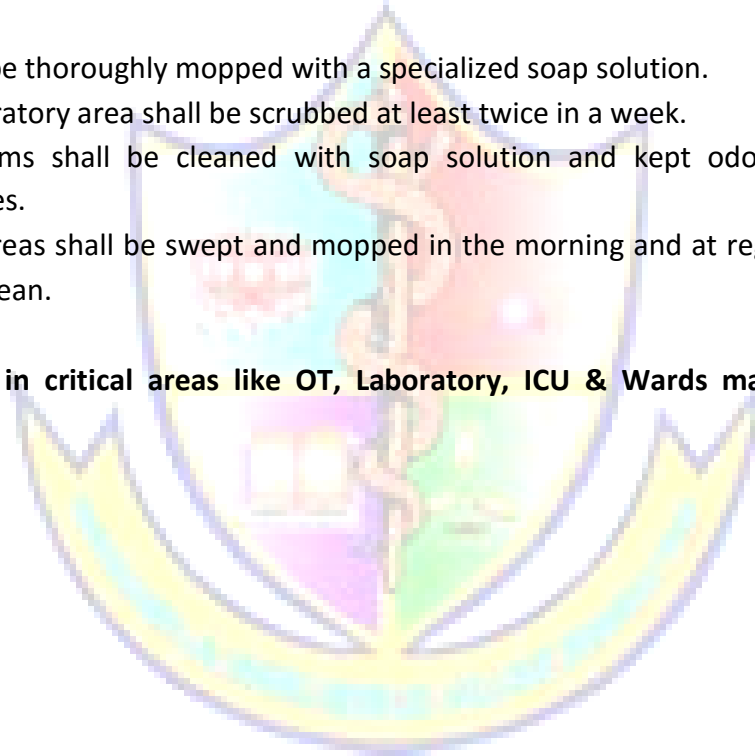
3. CLEANING OF OFFICES/CONSULTANT ROOMS

- The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- The offices shall be dry dusted and swept after the closing hours.
- Vacuum cleaning shall be done on carpets and upholstery.
- The worktables shall be cleaned with soap solution in the morning.
- The office shall be mopped with soap solution in the morning.
- Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

4. CLEANING OF LABORATORY AND OTHER CRITICAL AREAS

- All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bag shall be changed when it is full.
- Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- The floor shall be thoroughly mopped with a specialized soap solution.
- The entire laboratory area shall be scrubbed at least twice in a week.
- Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.

Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.



PROVISIONAL CLEANING SCHEDULE

S. NO	ACTIVITY	FREQUENCY	AGENTS USED
7.OT AREA/ VERY HIGH RISK AREA			
1.	Garbage Removal	After every case	As per the BMW guidelines
2.	1 st Mopping	Before starting 1 st patient and after ever case	Germicide
3.	2 nd Mopping	Before starting 1 st patient and after ever case	1% Sodium Hypochlorite
4.	Garbage removal from the OT corridor	When bags are 3/4 th full	As per the BMW Guidelines
5.	Mopping of the OT Corridor	Thrice a day	Flat mop
6.	Dusting of doors and windows in OT corridor	Once a day	Z colour duster
7.	Mopping in the OT walls	Twice a day before starting and the end of the day	Bacillocid/Virux
8.	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
9.	Washing of Slippers	Once a day	Detergent
10.	Washing of OT	Once a week	Detergent
2. ICU / HIGH RISK AREA			
1.	Garbage Removal	Thrice a day/ When bags are 3/4 th Full	As per the BMW Guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Thrice a day	Z colour duster
4.	Mopping	Thrice a day	Germicide
5.	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
6.	Washing of Slippers	Once a day	Detergent
7.	Assist in carbolization / Fumigation	When required	Bacillocid
8.	Scrubbing of floor/ Walls	Once a month	Detergents
3.MODERATE RISK AREA WARDS			
1.	Garbage Removal	Thrice a day/ When bags are 3/4 th Full	As per the BMW Guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Thrice a day	Z colour duster

Initial of JLMCH authorised officer

Sign of Tenderer with seal

4.	Mopping	Thrice a day	Germicide
5.	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide

4. CANTEEN AND KITCHEN

1.	Garbage Removal	Thrice a day/ When bags are 3/4 th Full	As per the BMW Guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Thrice a day	Z colour duster
4.	Mopping	Thrice a day and when required	Germicide
5	Rodents and pest control	Once a day	Gum pads, Rat cages
6	Washing kitchen and Canteen	Once a week (Sunday)	Detergent

5. PUBLIC AREA WASHROOM

1.	Cleaning	Every 2 nd hourly	Germicide
2.	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide

6. LOBBY

1.	Garbage Removal	Thrice a day/ When bags are 3/4 th Full	As per the BMW guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Thrice a day	Z colour duster
4.	Mopping	Thrice a day	Germicide

7. OPD AREA

1.	Garbage Removal	Thrice a day/ When bags are 3/4 th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3	Dusting	Twice a day	Z colour duster
4.	Mopping	Thrice a day	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide

8.STORES (MEDICAL, SURGICAL, NON-MEDICAL)

1.	Garbage Removal	Thrice a day/ When bags are 3/4 th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Twice a day	Germicide

5	Rodents and pest control	Once a day	Gum pads, Rat cages
9. MORTUARY			
1.	Garbage Removal	Once a day/ When bags are 3/4 th full	As per the BMW guidelines
2	Dry mop	Twice a day	Feather brush
3	Dusting	Twice a day	Z colour duster
4	Mopping	Thrice a day	Germicide
10. ADMINISTRATION RECORD / ENGINEERING OFFICE			
1.	Garbage Removal	Once a day/ When bags are 3/4 th full	As per the BMW guidelines
2.	Dry mop	Once a day /when required	Feather brush
3.	Dusting	Once a day/ when required	Z colour duster
4.	Mopping	Once a day /when required	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
11. CSSD/LAUNDRY			
1.	Garbage Removal	Once a day/ When bags are 3/4 th full	As per the BMW
2.	Dry mop	Twice a day /when required	Feather brush
3.	Dusting	Twice a day/ when required	Z colour duster
4.	Mopping	Twice a day /when required	Germicide
5	Mopping sterile storage area (CSSD)	Once a day	Virux Solution
6	Washing of sterile area (CSSD)	Once a week (Saturday afternoon)	Virux Solution
7	Assist in Fumigation(CSSD)	When required	Virux Solution
12. RADIOLOGY			
1.	Garbage Removal	Twice a day/ When bags are 3/4 th full	As per the BMW guidelines
2.	Dry mop	Twice a day /when required	Feather brush
3.	Dusting	Twice a day/ when required	Z colour duster
4.	Mopping	Twice a day /when required	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
13. LABORATORY			

1.	Garbage Removal	Once a day/ When bags are 3/4 th full	As per the BMW guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Thrice a day	Germicide
5	Cleaning of work Benches	Twice a day /when required	0.25% Hypochlorite
6	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
7	Assist in Fumigation	Once a month	Bacillocid
8	Washing of Slippers	Once in a week	Detergent
14. OPEN AREA & DRAIN			
1.	Cleaning	Twice a day	Coconut Jharu
2.	Grass Cutting	Twice a Month	Grass Cutting Machine
3.	Jungle Cutting	Once in a Month	Manuals
4.	Drainage Cleaning	Daily in the Morning	Manuals
5.	Flower Gardening	According to Surgery	Manuals
6.	Septic Tank Cleaning	Once in a Month	Through machine

- Dilution of Wizard in all areas = 40 ml in 1 litre of water
- **Cleaning of spillage of Blood/Body fluids**
 1. Use disposable gloves.
 2. Cover area with 1% Sodium Hypochlorite
 3. Leave for 20 minutes
 4. Collect residue with disposable paper. Wipe and discard in bag.
 5. Wash surface with detergent and dry.
 6. All waste, gloves, wipe, discard, seal and dispose as clinical waste/
Mops cleaning– Detergent wash and dry.
- **Buckets – Detergent wash and dry**
(If contaminated 1% Sodium Hypochlorite overnight rinse and dry).
- **Body packing services:-**
The consumables shall be provided by JLMCH, the Contractor shall carry out the body packing services as directed by JLMCH Incharge.

RESOURCES REQUIREMENT**7. TO BE PROVIDED BY HOSPITAL:**

1. ALL DUST BINS AND COLOURED WASTE DISPOSABLE BAGSWILL BE PROVIDED BY THE OUTSOURCING AGENCY/ CONTRACTOR.
2. **ALL THE CLEANING MATERIAL, SOAP SOLUTIONS, ROOM FRESHNERS, NAPHTHALINE BALLS, DISINFECTANTS, DEODORANTS WILL BE PROVIDED BY THE CONTRACTOR.**
3. All the manpower, equipments, tools and tackles , their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.

S. No.	Description	Number required (Mandatory)
1.	SCRUBBING MACHINE	2
2	WET/ DRY VACCUM CLEANER	2
3	HIGH PRESSURE JET	2
4	WRINGER TROLLEY	20
5.	CADDY BASKET	20
6.	GLASS CLEANING KIT	10
7.	WET MOPS KENTACKY	Minimum 50
8	WET MOPS ROUND(FOR BATH ROOMS)	Minimum 50
9	SWEEPINGBRUSHES(DRYDUST CONTROL MOPS)	Minimum 30
10	HARDBROOMS FOR GROUND SWEEPING	Minimum 10
11	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers, Liquid Soap, Bleaching Powder, Detergent, Phenyl, Nephthalin Balls, Deodrent Kits & Spray etc.	As per requirement
12	Equipments for Pest control and Rodents control	As per slandered guide lines
13	Colour coded Garbage bag of 80 Litre size for 100 Dust bin of (100x365)	
14	Uniform ,Safety Tools, ID card twice in a Year	

4. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force provided to the hospital. Teaching and training for the same has to be done by the contractor. **The man and material needed for the management of the house keeping staff will be the responsibility of the contractor. The hospital will only pay the management fee or service charges.**

5. For Pest and rodent control the contractor has to procure manpower, equipment and chemicals. The hospital will only pay for the services.

Initial of JLN MCH authorised officer

Sign of Tenderer with seal

6. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. Numbers can be increased as per requirement but payment will only be done as per financial bid. Minimum No. of Equipments, tools, tackles etc have to be maintained in the hospital at all times.

The minimum Numbers of items given above is to be kept maintained by replacement whenever required.

7. Uniforms of housekeeping staff, I- Cards ,Covered trolleys, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as per requirement.

8. MAN POWER REQUIREMENT :

S. No.	Manpower Description	Number
1	Trained Housekeeping Staff in uniform and I – card	194* Including relievers
2	Trained Housekeeping supervisor in uniform and I-card	06* Including relievers

***Numbers may decrease or increase depending on the requirement.**



TECHNICAL BID**FOR HOUSE KEEPING AND FACILITY MANAGEMENT SERVICES IN
JLNMCH HOSPITAL BHAGALPUR, BIHAR****A. DETAILS OF TENDERER :**

1	NAME OF TENDERER / NATURE OF FIRM	
2	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER	
3	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-Mail Address	
5	REGISTRATION DETAILS	
(a)	PAN / GIR No.	
(b)	Service Tax Registration No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Labour Licence No.	
(f)	Licence for Pest control & storing chemicals	

Initial of JLNMCH authorised officer

Sign of Tenderer with seal

	Name and Address of the Organisation, Name, Designation and Contact Telephone / Fax	Details Regarding the Contract Including total Manpower	Value of Contract (Rs.)	Duration of Contract	
				From	To
				DD/MM/YY	DD/MM/YY
A					
B					
C					
Additional information, if any					

*The above format must be used to provide employee details.

@The above format must be used to provide requisite details.

Date:

Place:

Signature of Tenderer

Name :

Seal:

Initial of JLMCH authorised officer

Sign of Tenderer with seal

ANNEXURE-IV

**FINANCIAL BID FOR HOUSE-KEEPING AND FACILITY
MANAGEMENT SERVICES AT JLMCH HOSPITAL BHAGALPUR,
BIHAR**

Name & Address of the Tenderer:

.....

.....

I. MAN POWER CHARGES				
	Type of man power	Rate per Month* (Rs.)	Total Nos.	Amount per Month (Rs.)
A	Trained Housekeeping Supervisor		6 Nos.	
B	Trained Housekeeping Staff (Male/Female)		194 Nos.	
II. MACHINES, EQUIPMENTS TOOLS CHARGES (Amount per month)				
C	Charges for providing and maintaining machines, equipments, tools and tackles, small or big, and any other item(s) that may be required for uthorized of the contract (Refer Annexure-II) / month)			
III. HORTICULTURE CHARGES (Amount per Month)				
D	Horticulture work along with gardener and tools, tackles, Manure & Replacement of Dead plants			
IV. PEST AND RODENT CONTROL SERVICES (Amount per Month)				
E	Charges for providing the services for Pest and Rodent control including man power, equipment and consumable chemicals./month			
F. Total of A+B+C+D+E				
V. MANAGEMENT/ SERVICE CHARGES (In _____ % percentage of F above)				
G	Service charges/ Management fee which should include: All expenditure on providing managerial /supervisory/administrative services by all means to get the work done through deployed housekeeping staff.			
Total of F + G (Rs. / Month)				

* The above rates should be towards wages to manpower including all allowances, statutory levies like ESI & EPF Employer shares, but excluding only service tax which shall be reimbursed on actual, as per govt rules, on production of documentary evidence.

Tender will be awarded after taking into account all the components i.e. I to V above.

Date:
Place:

Signature of Authorised Person
Full Name:
Company's Seal:

Initial of JLMCH authorised officer

Sign of Tenderer with seal

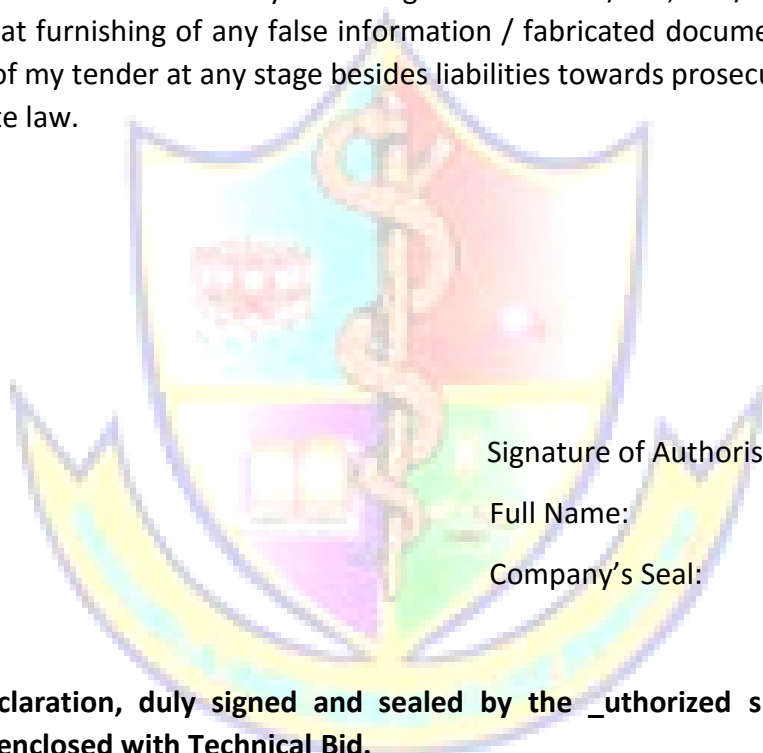
ANNEXURE-V

DECLARATION

1. I, Son / Daughter of Shri Proprietor / Partner / Director / Authorised Signatory of competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

7. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.



Date: _____

Place: _____

Signature of Authorised Person

Full Name: _____

Company's Seal: _____

N.B.: The above declaration, duly signed and sealed by the _uthorized signatory of the company, should be enclosed with Technical Bid.

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

Confirm the enclosure of all the below listed documents without which tenderer may not be eligible to participate in the tender.

S. No.	Items	Confirm (Yes/No)
1.	Earnest Money Deposit	
2.	Tender form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
3.	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
4	Income tax returns of last three years.	
5.	Attested Photo copy of PAN Card	
6.	ESI Registration certificate copy with last three year payment details.	
7.	EPF Registration certificate copy with last three year payment details.	
8.	List of Captive manpower with ID proof(Voter/ Aadhar)	
9.	Service Tax registration certificate with details of the last payment.	
10..	Registration certificate under central labour law authorities. Copy of valid labour licence.	
11.	Minimum wages payment/clearance certificate from LEO.	
12.	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
13.	Satisfactory completion of contract certificate from previous organizations. (Minimum three required)	
14.	License for providing Pest control services and storing chemicals used for pest and rodents control.	
15.	Declaration as per Annexure V.	

Date:

Signature of Authorised Person

Place:

Full Name:

Company's Seal:

Initial of JLNMCH authorised officer**Sign of Tenderer with seal**