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FINAL Tender Document
For
Outsourcing of Cleaning Services

in

21 Government Healthcare facilities in the, Saran district in the state of Bihar

Issued on: 28/11/2019

Last Date & Time of Submission of Bid	28.12.2019 at 05:00PM
Date & Time of Opening of Bid	30.12.2019 at 11:00AM

(6)

**OFFICE OF CIVIL SURGEON CUM CHIEF MEDICAL
OFFICER, SARAN**

NOTICE INVITING TENDERS (NIT)

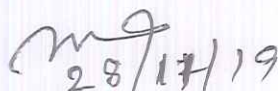
FOR

Outsourcing of Cleaning Services at Government Healthcare Facilities in Saran

Tender Enq. Ref. No: DHS/SARAN/NCS/CLN/4087/2019

Dated: 28/11/19

- 1) Civil Surgeon– cum – Member Secretary, District Health Society, Saran invites tenders from eligible and qualified organizations for Outsourcing of Cleaning Services in selected Government Healthcare Facilities.
- 2) DHS intends to outsource the Cleaning Services at 21 Government healthcare facilities (as mentioned in sub-clause 1.1, in Background & Scope of Work) in Saran district, for ensuring cleaning of internal as well as outer premises, maintaining garden, cleaning of overhead tanks, collection of waste etc. Detailed scope of work is given in the tender document.
- 3) Tender documents may be collected from **District Health Society Saran ,Sadar Hospital Campus Saran** on payment of Rs. 100/- (One Hundred Rupees Only) or downloaded from the district website www.dhssaran.org .
- 4) The technical bid should accompany a refundable bid security/Earnest Money Deposit (EMD) of Rs. 300000 (Three Lakhs Only) in form of demand Draft drawn in favour of District Health Society, Saran. It may be noted that no bidder is exempted from deposit of EMD. Tenders submitted without EMD, shall be summarily rejected.
- 5) Bidders can submit their bids on or before **28/12/2019** up to 05:00PM Hrs. along with EMD, through speed-post/ registered post (courier or by-hand submission of bid shall not be accepted) to "Civil Surgeon – cum – Member Secretary, District Health Society Saran ,Sadar Hospital Campus Chapra ,PIN -841301 .
- 6) The tenders submitted up to the scheduled date and time shall be opened on **30/12/2019** at 11:00AM in DM Office Saran. The bidder's authorized representative may attend the tender opening (technical bid) on the date and time mentioned above.
- 7) All the further notifications/amendments, if any shall be posted on DHS notice board & concerned district website www.dhssaran.org .No separate communication shall be made with individual bidders.
- 8) Outsourcing (2016) matter is pending in Honourable High Court Patna the bidders participating in this bid , should be bound to follow the order by Honourable High Court or Other Competent authority.
- 9) A bidder shall submit only single tender. If more than one tenders are submitted, all the bids of concerned bidder shall be summarily rejected.
- 10) Tender related all informations (Eligibility criteria, Annexure etc) are available on DHS Saran Website, all other conditions mentioned in the tender document need to be complied. Bidders shall submit all documents according to eligibility criteria along with all Annexures.


28/11/19
Civil Surgeon Cum CMO

Saran

1. Background & Scope of Work

- 1.1 District Health Society (DHS) Saran (“**Authority**”), invites proposal from eligible bidders for providing **Cleaning Services** at the following Government Healthcare Facilities of Saran district, Bihar. The DHS is providing the approximate cleaning area in sq. meter (both internal and external) specifications, for all the government healthcare facilities in the district in the table above, based on which the bidder shall be required to bid. In case of new construction, the DHS may add additional area for cleaning, however, the bidder will be paid as per the rates decided in this tender.

List of facilities, along with bed strength

S.No	Name of Facility	Type of facility	Bed Strength	Cleaning Area Measurement (sq. meter)	
				Internal cleaning area of the facility (in sq. meter)	External cleaning area of the facility (in sq. meter)
1.	Sadar Hospital Chapra	DH	135	As per Actual	As per Actual
2.	SDH Sonapur	SDH	75		
3.	FRU Taraiya	FRU	30		
4.	FRU Baniyapur	FRU	30		
5.	FRU Marhora	FRU	30		
6.	CHC Amnour	CHC	30		
7.	CHC Dighwara	CHC	30		
8.	CHC Dariyapur	CHC	30		
9.	CHC Parsa	CHC	30		
10.	CHC Mashrakh	CHC	30		
11.	CHC Issuapur	CHC	30		
12.	CHC Garkha	CHC	30		
13.	CHC Revelganj	CHC	30		
14.	CHC Manjhi	CHC	30		
15.	CHC Ekma	CHC	30		
16.	CHC Jalalpur	CHC	30		
17.	PHC Panapur	PHC	6		
18.	PHC Lahladpur	PHC	6		
19.	PHC Maker	PHC	6		
20.	PHC Nagra	PHC	6		
21.	PHC Sadar Block	PHC	0		

- 1.2 The scope of work will broadly include cleaning of internal as well as outer premises, maintaining garden, cleaning of overhead tanks, collection of waste etc. Detailed scope of work is given in the key terms of the Contract provided in **Annexure 5**. You are requested to quote your best offer along with all required documents as mentioned in the tender document.
- 1.3 The sealed Bids should reach the address provided in Clause 7.4 herein, latest by 28.12.2019 at 05:00PM in DHS Saran ,Sadar Hospital Chapra Campus and it will be opened on 30.12.2019 at 11:00AM at DM Office Saran . The bidders or their authorized representatives may attend the tender opening process on the date and time mentioned above.

2 Contract Period

The contract will be valid for a period of <12 months> from the date of commencement. However, in the event of service rendered being found unsatisfactory or due to any other such reasons, the contract can be short closed by the Authority & Performance Security money will be forfeited as per the terms of the contract. The contract period may be extended for a duration of 1 year or more, on the same rates, terms and conditions based on the requirements, availability of resources and specially the satisfactory performance of work done by the agency or in any other conditions mutually agreed by the service provider and the DHS. Any extension shall not be the right of the agency.

3 Eligibility Criteria

- 3.1 The Bidder should be Registered Company under Companies Act 1956/2013/ Partnership Firm/ Proprietorship Firm/ Trust/ Society and should have been in operation during last 3 years. Consortiums are not allowed.
- 3.2 **Technical capacity** - The bidder must have minimum three years of experience of providing "cleaning services" on outsourcing basis (ensure cleaning of internal as well as outer premises, maintaining garden, cleaning of overhead tanks, collection of waste etc.) in Central Govt./ State Govt./ PSUs / reputed hospitals of private sector. In case of private sector hospitals, concerned client should be of minimum 150 beds size. The Agency will be required to provide copy of work order and experience certificate from the contracting agency. The certificate should clearly mention the nature of work.
- 3.3 **Financial capacity** - The average annual turnover of the Bidder during the last 3 financial years (FY 2015-16, 2016-17 and 2017-18) should not be less than Rs. 1,50,000,00 (One Crore Fifty Lacs Only).
- 3.4 The Bidder should not be Blacklisted / banned / convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, and No criminal/ vigilance case related to cheating, forgery, Criminal breach of trust, theft and prevention of Corruption Act is pending in any court of law against the bidder. The bidder shall declare all ongoing litigations it is (its directors/ promoters) involved in with any government agency/state/central department/PSU.
- 3.5 No Joint Venture/ Consortium is allowed to participate in the Bidding process.

4 Cost of Bidding

The Bidders shall be responsible for all the costs associated with the preparation of their Bids and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

5 Site visit and verification of information

- 5.1 Bidders are advised/ encouraged to submit their respective Bids after visiting the Health Facilities and ascertaining for themselves the information regarding the same and any other matter considered relevant by them.
- 5.2 It shall be deemed that by submitting a Bid, the Bidder has:
 - made a complete and careful examination of the Tender Documents;

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- received all relevant information requested from the Authority;
- acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the Tender documents;

6 Amendment to the Tender document

6.1 At any time prior to the deadline for submission of Bids, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the Tender document by the issuance of Addenda.

6.2 Any Addendum thus issued shall be uploaded on the district’s website/ put up on the Authority’s notice board at the DHS.

7 Submission of Bids

7.1 A bidder shall submit only single tender. If more than one tenders are submitted, all the bids of concerned bidder shall be summarily rejected.

7.2 The tender should be submitted in two parts i.e. **Technical Bid and Financial Bid.**

7.2.1 Technical Bid:

- To qualify in the Technical bid the Bidder should have the minimum eligibility criteria as mentioned under “**Eligibility Criteria**” section and the Bidder in this regard should submit the documents mentioned under Clause 13 - “**Documents Required**”.

7.2.2 Financial Bid:

- The financial bid shall contain the Price Bid Form as per **Annexure 1.**
- The prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account.

7.3 The Technical Bid and the Financial Bid should be submitted in **two covers**; one superscribing Technical Bid and second Financial Bid. Both the envelopes are in turn to be put in another envelope. This envelope should be superscripted prominently as “**TENDER FOR OUTSOURCING OF CLEANING SERVICES.**” All the three envelopes are to be duly sealed.

7.4 Each of the envelopes should be addressed to
Civil Surgeon – cum – Member Secretary,
District Health Society Saran

7.5 Unsealed, conditional tenders and tenders without EMD shall not be entertained

7.6 Any bid received after the specified time and date for submission of bids shall be rejected and returned to the bidder unopened.

8 Earnest Money Deposit (EMD)

Earnest Money Deposit (EMD) of Rs. 300000(Three Lakhs Only) should be submitted by means of a Bank Demand Draft prepared in the name of District Health Society (DHS), Saran. The EMD of the unsuccessful bidder will be returned to them without any interest, after final conclusion of the tender. The EMD of the successful bidder will be returned without any interest, after receipt of the Performance Security (PS), as per

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the terms of the contract. It may be noted that no bidder is exempted from deposit of EMD. Tenders submitted without EMD, shall be summarily rejected.

9 Taxes/Duties

Rates quoted should be inclusive of all taxes & duties and levies, excluding Goods & Services Tax (GST). Taxes (if any applicable) would be deducted at source, as per prevailing rates/rules.

10 Right to accept and to reject any or all Bids

Notwithstanding anything contained in this tender, the Authority reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

11 Validity of bids

Bids shall remain valid for 120 days from the date of opening of the bid.

12 Correspondence with the Bidder

The Authority shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

13 Documents Required

The following documents duly attested should be submitted along with the **Technical Bid**.

1	Duly filled format of Technical Bid as per Annexure 2 forming part herein
2	<ul style="list-style-type: none"> • For Company - Copy of the Certificate of Incorporation issued by the Registrar of Companies (RoC) under companies act 1956/2013 • For Partnership Firm- Registration Certificate issued by registrar of firm under partnership act 1932 • For Society/Trust- Certificate issued under society registration act 1860/ Indian Trust Act 1882 • For Proprietorship firm- Certificate issued under shop & Establishment Act
3	Refundable Earnest Money Deposit (EMD) in the form of a Demand Draft as mentioned in Clause 8 herein
4	Experience certificate/ work completion certificate of providing "cleaning services" on outsourcing basis in hospitals of Central Govt./ State Govt./ PSUs / reputed hospitals of private sector. In case of private sector hospitals, concerned client should be of minimum 150 beds size. The Agency will be required to provide copy of work order and experience certificate from the contracting agency. The certificate should clearly mention the nature of work. To be submitted as per Annexure 3 , forming part thereof
5	Affidavit for not being Blacklisted / banned / convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or

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	public undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, and No criminal/ vigilance case related to cheating, forgery, Criminal breach of trust, theft and prevention of Corruption Act is pending in any court of law against the bidder. The bidder shall declare all ongoing litigations it is (or its directors/ promoters) involved in with any government agency/ state/ central department/PSU. To be submitted as per Annexure 4 , forming part thereof
6	Audited Balance sheet for last 3 financial years (FY 2015-16, 2016-17 and 2017-18); i. Statement of Profit & Loss Account (if the bidder is registered under Companies Act), or ii. Statement of Profit & Loss Account, (if the bidder is registered under Partnership Act), or iii. Income and expenditure account (if the bidder is registered under Societies and Trusts Act), or iv. Profit and loss account (if the bidder is Proprietorship firm)
7	Copy of PAN Card of the bidder
8	Proof of Income Tax Return for the last three Assessment years (AY 2016-17, 2017-18 and 2018-19)
9	Copy of Goods & Services tax (GST) Registration certificate
10	ESI & EPF registration certificate

All copies of documents mentioned above should be signed by the Bidder on each page. The tender submitted by the bidder and documents relating to the tender shall be written in the English language. However, the language in any printed document furnished by the bidder in connection with its tender may be written in any other language, provided the same is accompanied by self-attested English translation, and for purposes of interpretation of the tender, the English translation shall prevail. However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

14 Evaluation

14.1 Technical Evaluation:

A Tender Evaluation Committee shall be formed by the Authority to evaluate the submitted Bids. Bidders failing to submit relevant mandatory documents in support of having fulfilled the stipulated eligibility criteria will be summarily rejected.

14.2 Financial Evaluation:

The evaluation for Financial Bid shall be done for technically successful bidders.

14.2.1 The DHS will be providing the approximate cleaning area (both internal and external) specifications, for all the government health facilities in the district in the financial bid (Annexure 1), based on which the bidder shall be required to bid.

14.2.2 The financial bid shall be calculated based on the weighted average of the financial bid received for 'internal cleaning area' and 'external cleaning area', with weightage of 70:30 for the area types, respectively. (Example: If the bidder quotes INR X for internal cleaning area, and INR Y for

external cleaning area, then the financial bid would be considered as INR $(0.7 * X + 0.3 * Y)$.

- 14.2.3 Lowest Bid shall be termed as L1 and higher bids shall be termed L2, L3 & so on, and shall be calculated as per clause 14.2.2 (weightage average of the two bid amounts)
- 14.2.4 The contract will be awarded to the lowest evaluated responsive bidder decided by the Tender Inviting Authority.
- 14.2.5 If there is a discrepancy between words and figures, the amount in words shall be considered as valid. If the bidder does not accept the correction of the errors, his bid shall be rejected.

15 Award of contract

15.1 The contract for all the Government healthcare facilities included in the published tender shall be awarded to **L-1 Bidder** of all combined facilities (as mentioned in the **Annexure 1**), whose bid has been determined to be substantially responsive technically and commercially acceptable by the technical committee and has been determined as the lowest evaluated price bid.

15.2 In case of a tie, Authority shall break the tie in the following order of priority:

- **Work experience:** Bidder with higher work experience of similar nature in Govt. offices/ PSUs or other private organizations. Work experience will be calculated on the basis of the total number of months for which the Bidder has been providing similar services. In case the Bidder had provided services under 2 different projects, simultaneously, both of them will be calculated and taken into consideration.

15.3 In case of a further tie, even with the aforementioned work experience assessment process, Authority shall break the tie based on turnover:

- **Turnover:** Bidder with higher average annual turnover of last 3 years

15.4 In case L-1 bidder denies/ fails to honour the contract/ LoI the authority shall be at freedom to negotiate with L2, L3... (in this order) responsive bidders with their consent to enter into an agreement with the authority to provide services at L1 rate. Also in case L1 fails to provide services within timeframe as per the purchase order, the authority shall be at freedom to procure the same from L2, L3..... (in this order) responsive bidders at L1 rate.

16 Intimation Letter to Successful Bidder / Notification of Award

16.1 Prior to expiration of the period of Bid validity, Authority will notify the Successful Bidder ("Agency") in writing that its Bid has been accepted by issuance of Letter of Intent (LOI).

16.2 The agreement/contract document should be executed within 21 days of the issue of the Letter of Intent (LoI). Non-fulfilment of this condition will result in cancellation of the award and forfeiture of the EMD.

16.3 The Performance Security (PS), must be submitted before executing the contract/signing of the contract document positively, failing which the award of contract to the selected agency will be cancelled and EMD also shall be forfeited.

17 Signing of agreement

The signing of agreement floated from NIT, shall constitute the award of contract on the Successful Bidders.

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The Successful Bidder shall commence the service only after the signing of the contract with the Civil Surgeon -cum – Member Secretary (CS) of respective District.

The selected Bidder shall start complete services within 30 days of sign of contract. In case of delay in roll-out of services, appropriate penalties may be imposed in such case, besides other suitable action may also be taken under the terms of the contract.

- a) Failure to start the services within 30 days of sign of contract shall lead to imposition of penalty from 31st day to 60th day, the selected agency will be levied INR 5,000 per week, per non-operational facility, for delay of every 7 days, to be appropriated from Performance Bank Guarantee submitted by the service provider or deducted from the future monthly payment.
- b) Failure to provide complete services in the healthcare facility with-in 90 days from the date of signing of contract may lead to termination of the contract, and forfeiture of the Performance Security (PS).

18 Others

- 18.1 Bidders are requested to study the terms and conditions of the tender document carefully and then submit tenders accordingly.
- 18.2 A Bidder shall submit only one application. A Bidder who submits, or participates in, more than one application will cause all the bids in which the Bidder has participated to be disqualified.
- 18.3 The Tender not received on “Two Bids” basis, will be summarily rejected.
- 18.4 An authorized representative may remain present at the time of opening of the tender.
- 18.5 The successful Bidder/ Agency shall not at any point of time engage sub-contractors or transfer the contract total or in part to any other agency. In the event of sub-contracting the successful Bidder/ Agency is liable to termination, and black-listing for 5 years, and the performance security shall also be forfeited
- 18.6 It shall be deemed that by submitting the Bid, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.
- 18.7 The decision of the Authority shall be final, and no enquiries, or application for review, shall be entertained. The Authority reserves the right to amend any of the conditions, if required or cancel or reject all or any bid/tender without assigning any reason.

Signature

Signature

Signature

Signature

Signature

Annexure 1: Financial Bid

- The DHS , Saran , will provide the approximate cleaning area in sq. meter (both internal and external) specifications on the basis of report from the Executive Engineer Building for all the government healthcare facilities in the district in the table below, based on which the bidder shall be required to bid. In case of new construction, the DHS may add additional area for cleaning, however, the bidder will be paid as per the rates decided in this tender.

Sno	Name of the Facility	Type of the Facility (Sadar Hospital/ SDH/RH/CHC/PHC)	Internal cleaning area of the facility (in sq. meter)	External cleaning area of the facility (in sq. meter)
1.	<u>Sadar Hospital Chapra</u>	<u>DH</u>		
2.	<u>SDH Sonapur</u>	<u>SDH</u>		
3.	<u>FRU Taraiya</u>	<u>FRU</u>		
4.	<u>FRU Baniyapur</u>	<u>FRU</u>		
5.	<u>FRU Marhora</u>	<u>FRU</u>		
6.	<u>CHC Amnour</u>	<u>CHC</u>		
7.	<u>CHC Dighwara</u>	<u>CHC</u>		
8.	<u>CHC Dariyapur</u>	<u>CHC</u>		
9.	<u>CHC Parsa</u>	<u>CHC</u>		
10.	<u>CHC Mashrakh</u>	<u>CHC</u>		
11.	<u>CHC Issuapur</u>	<u>CHC</u>		
12.	<u>CHC Garkha</u>	<u>CHC</u>		
13.	<u>CHC Revelganj</u>	<u>CHC</u>		
14.	<u>CHC Manjhi</u>	<u>CHC</u>		
15.	<u>CHC Ekma</u>	<u>CHC</u>		
16.	<u>CHC Jalalpur</u>	<u>CHC</u>		
17.	<u>PHC Panapur</u>	<u>PHC</u>		
18.	<u>PHC Lahladpur</u>	<u>PHC</u>		
19.	<u>PHC Maker</u>	<u>PHC</u>		

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20.	PHC Nagra	PHC		
21.	PHC Sadar Block	PHC		
			Total internal cleaning area (in sq. meter) =	Total external cleaning (in sq. meter) =

I, _____ <Mention the name of the bidder>, having referred to the above table, wherein the DHS, Saran has provided approximate cleaning areas (both internal and external), in all the government healthcare facilities, listed in this tender, would like to quote, the rates as mentioned below:

Area type	Rates per sq. Meter/month (Mention in figures)	Rates per sq. Meter/month (Mention in words)
Internal cleaning rate		
External cleaning rate		
Total cleaning rate (0.70 X Rs. (Internal Cleaning rate + 0.30 X External Cleaning rate))		

1. The L1 will be decided on the computed rates "Total cleaning rate", however, the L1 service provider will be paid as per rates quoted for "Internal Cleaning rate" and "External Cleaning rate" as the case may be.
2. The financial bid shall be calculated based on the weighted average of the financial bid received for 'internal cleaning area' and 'external cleaning area', with weightage of 70:30 for the area types, respectively. (Example: If the bidder quotes INR X for internal cleaning area, and INR Y for external cleaning area, then the financial bid would be considered as INR (0.7*X + 0.3*Y).
3. The Bidder with the lowest Total Cleaning rate for a month will be selected.
4. The prices quoted by the bidder shall remain fixed during the entire period of the contract and shall not be subject to variation on any account.
5. Rates quoted should be inclusive of all taxes & duties and levies, **excluding Goods & Services Tax (GST)**. Other applicable taxes would be deducted at source, as per prevailing rates/rules. GST will be paid by authority as per applicable rates.

Date:
Place:

Name and Designation of the Bidder:
Signature of Bidder:
Seal of the Bidder:

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Annexure 2: Technical Bid

S. No	Details of the Bidder	Response
1	Name of the Bidder	
2	Address of the registered office of the Bidder	
3	Telephone (with STD Code) and Mobile number	
4	State clearly whether it is Firm/Agency or a company or a NGO	
5	Whether the Bidder is registered – attach copy of the certificate of registration	
6	Name of the Owner(s)/Partners	
7	Details of Bid Security	
8	Goods & Services Tax Registration Certificate	
9	ESI Registration Certificate	
10	EPF Registration Certificate	
11	PAN Number	
12	TIN Number	
13	Name and Mobile Number of a Key person, who can be contacted at any time.	

Date:
Place:

Name and Designation of the Bidder:
Signature of Bidder:
Seal of the Bidder:

Signature

Signature *Signature* *Signature*

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Annexure 3: Prior Experience

Experience of 3 years (attach documentary proof / certificate from concerned organization)

S. No	Name of work	Year	Agency who awarded the work	Contact person/ Telephone Number	Remarks

Date:
Place:

Name and Designation of the Bidder:
Signature of Bidder:
Seal of the Bidder:

Signature

Signature *Signature* *Signature* *Signature*

Annexure 4: Affidavit
(On a stamp paper of Rs. 1000)

Sir,

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/ director(s) are not blacklisted/ barred/ convicted by any court of law for any criminal or civil offences/ declared ineligible by State Health Society, Bihar/ District Health Society(DHS)/ or any other entity of GoB or by any entity of state government /or Govt. of India or any local Self-Government body or public undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason and from participating in Project(s).

And that no criminal/ vigilance case related to cheating, forgery, Criminal breach of trust, theft and prevention of Corruption Act is pending in any court of law against us.

And that we are hereby declaring all ongoing litigations where our promoter(s) / director(s) are involved in with any government agency/state/central department/PSU, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

Further, we are annexing a certified copy of the litigations with this affidavit.

We further confirm that we are aware that, our bid for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period and the amounts paid till date shall stand forfeited without further intimation.

Place -

Yours faithfully

Date -

Signature of the bidder

Name and Designation of the bidder

(This form shall be duly filled-up and signed by the bidder & submitted along with the original copy of the Bid)

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Annexure 5 - Key terms of the Contract


1. Obligations of Agency

1.1. Internal Cleaning

1. The Agency shall be responsible for cleaning, sweeping, mopping with disinfectant of all floors, stair cases, cabins, lobbies, corridors, ceilings, reception, pantries, kitchen, laundry area, office rooms, training rooms, waiting areas and overall campus as per Provisional Cleaning Schedule provided in **Schedule A**.
2. The Agency shall be responsible for cleaning and mopping of wards and all other rooms including but not limited to ICU, Pathology, X-ray, C.T. Scan, Post-mortem, Store rooms at regular intervals on daily basis (including wall tiles and roofs) as per Provisional Cleaning Schedule provided in **Schedule A**.
3. The Agency shall be responsible for cleaning, mopping, disinfecting labour room, OT floors, walls, ceilings/ OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT In-charge and laid down procedure); Disposal of waste after every operation at appropriate place.
4. The Agency shall be responsible for cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. of all departments at regular intervals on daily basis. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles.
5. The Agency shall be responsible for cleaning, dusting of electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, medical equipment, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
6. The Agency shall be responsible for cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids, as & when required
7. The Agency shall be responsible for cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals
8. The Agency shall be responsible for spraying room fresheners in all rooms on daily basis at regular intervals
9. The Agency shall re-stock toiletries, which include soap, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime

1.2. External Cleaning

1. For external cleaning of the campus, the Agency needs to do brooming every morning and in afternoon
2. The Agency shall be responsible for cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, pump rooms, electrical substation, main gates, etc. as directed by the Administrative Officer
3. The Agency shall be responsible for weekly cutting of bushes, grass & pruning of tress as and when required
4. The Agency shall be responsible for developing and maintaining a garden with seasonal flowers in the hospital/ health facility premises
5. Drains should be cleaned daily & more frequently using chemicals; the Agency to prevent stagnation, over-flow of water & water logging.



1.3. Others

1. The Agency has to purchase and install dust-bins in every corner of the hospital premises
2. The Agency shall purchase and install 3 colour coded bins of size not less than 4 feet in the outer premises of hospital, and Cardboard boxes with blue coloured marking as per Bio-medical Waste Management Rules 2016 (as amended time to time).
3. The Agency shall be responsible for storage of all waste material including bio medical waste (BMW) at appropriate place identified by the Hospital Manger in case the BMW agency doesn't turn up within 48 hrs.
4. 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 from time to time
5. The Agency shall be responsible for collection & disposal of waste as per norms of Bio Medical waste management
6. The Agency shall be responsible for cleaning of overhead tanks at least once every month. The Agency will be required to inform the authority and the patients in advance about such cleaning exercise.
7. The Agency shall be responsible for periodical spraying of Insecticide/Rodenticide/Pesticide for prevention of flies, rodents & pests in the hospital premises
8. The Agency will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work
9. The Agency has to display a board in each & every zone displaying the time & date at which the area was cleaned which will be certified by the Supervisor appointed by Agency
10. The Agency will be responsible for repair and maintenance of plumbing fittings in the washrooms
11. The Agency shall procure and arrange all the materials (**Schedule B**) on all days including Saturdays, Sundays and Holidays
12. The Agency will install boards in OPD, IPD, Labour room(s), mentioning the daily cleaning schedule (last cleaning time and next cleaning time), and will be updating the boards on daily basis. These Boards will also include the contact details of Agency supervisor and 104 call centre for raising grievances related to cleaning services at the facility.
13. Any other work of similar nature assigned by the Hospital authorities

1.4. HR related

1. The Agency shall deploy and ensure requisite and adequately trained personnel (18+ age) at the hospitals for 24*7 cleaning as mentioned in **Schedule C**. The HR allocation provided in **Schedule C** is indicative in nature, and as per requirement, the BHM/Hospital Manager/DS/Medical Officer in-charge may re-designate the concerned man-power provided by the Agency, within the facility.
2. For supervision, the Agency shall appoint one qualified full time Supervisor for overseeing work in all the government healthcare facilities in the district and coordinating with the authority.
3. The assigned supervisor is required to conduct refresher trainings for workers, every 3 months. These trainings must be conducted in the presence of the

BHM/Hospital Manager or his/her representative from the hospital administration.

4. The bidder or agency shall be responsible to comply with all applicable labour legislation (Compensation, child labour, minimum wages, EPF, ESI or any other Act or Legislation, which may govern the nature of the contract and/or being issued by Central or State Government from time to time) in respect of the manpower appointed or hired by the bidder or agency in respect of execution and implementation of the project and shall indemnify and keep indemnified the authority for any claim, action or demand whatsoever in that regard. It will be the sole responsibility of the Bidder or agency to abide by the provisions of the applicable acts & rules, as to the manpower appointed or hired for performance of this contract. The authority will not be a party at any stage to any kind of dispute relating to the above.
5. The manpower provided by the agency, shall be in proper dress code (short/sweater and trousers) at all time. along with hand gloves and caps and ID card (mentioning the name of the employee and company logo on shirt) should be provided to all the workers and they should wear it at all times. Agency should provide 2 sets at the start and replace them after every 6 months and ensure that the staff wears clean uniform all the time.
6. Protective gear including boots, gloves etc. shall be provided by the Agency to the housekeeping staff.
7. The Agency shall ensure that the person deployed are disciplined and consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act are strictly prohibited. The Agency would be held responsible for conduct of the HR deployed under the contract.
8. Any misconduct/misbehaviour on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to the Hospital Administration.
9. The housekeeping staff deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Hospital has every right to remove the said person, immediately and responsibility if any to be borne by the Agency.

2. Obligations of Authority

- 2.1. The Authority shall be make regular payment to the Agency as per the terms of the contract.
- 2.2. Hospital administration will provide space for a store room to the Agency in the premise of the hospital for storing equipment and materials, & proper sitting place as per availability and shall not be charging the agency.

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- 2.3. The Agency shall be responsible to motivate hospital staff, patients & their relatives regarding cleanliness by putting display boards (No Smoking, Keep Silence etc.) at appropriate places.
- 2.4. The Authority shall incorporate feedback about the services being provided by the Agency in its regular feedback mechanism and collate such feedback from the patients on a regular basis.

3. Terms of Payment

- 3.1. The Agency needs to submit its bills/invoices including GST (as per prevailing rates prescribed under GST Act 2017) for the preceding month by the 5th day of every working month in accordance with the approved rates to the competent Authority in triplicate. (Bills and requisite documents submitted after 5th day of the month will be considered for payment in the next month). The bills/invoices (as prescribed under GST Act 2017) will be accompanied with a copy of Attendance and Performance formats. The BHM/Hospital Manager (HM)/ Medical Officer In-charge (MOIC)/DS will check the bills & certificates, verify them and along with a statement of penalties to be levied based on the KPIs, and release the payments as per its bills/invoices including GST (as per prevailing rates prescribed under GST Act 2017) before 15th of the month, after deduction of applicable TDS (Tax deduction at source) as per prevalent government norms (Subject to availability of fund). Wherever applicable, the concerned authority should initiate electronic funds transfer instead of cheque payment to the Agency within the prescribed time limits.
- 3.2. In case the Agency defaults on its obligations through the Key Performance Indicators (KPIs), a penalty shall be levied as mentioned under **Schedule D**.
- 3.3. The agency shall submit its bills/invoices including GST (as per prevailing rates under GST Act 2017) and the authority will pay the bills/Invoice amount to the agency including GST.

4. Review and Monitoring Structure

4.1. Reporting:

- a) The Agency shall maintain proper Log Books (issued and certified by civil surgeon-cum-member secretary of respective DHS) for the services being provided with adequate details related to services, staff availability and equipment and materials availability (issued by Civil Surgeon-cum-Member Secretary (CS), District Health Society (DHS)) Saran.
- b) These Log Books shall be verified and signed by the BHM/HM/ MOIC/DS/Available Doctor on a daily basis.

4.2. Monitoring:

- a) Daily Inspection: The Hospital Manager /Health Manager/Person In-charge shall inspect services being provided by the Agency on a daily basis with the help of the Health Facility staff. The Hospital Manager shall monitor services in all the three shifts with at least 8 days of direct monitoring in each shift in a month.
- b) Weekly monitoring: DS/ MOIC will do the weekly monitoring on a random basis (at least 4 inspections in a month). The scope of these inspections will include but not limited to checking of the Agency's services, feedback interviews with patients and hospital staff. Findings of these inspections shall be recorded on weekly basis and shared with the Agency and the Health Facility within 2 days of the visit.

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- c) Monitoring by Rogi Kalyan Samiti (RKS): RKS members will do a random inspection on a fortnightly basis to review the services being provided by the Agency.
 - d) Monthly Review Meeting: The CS and DPM shall convene a monthly review meeting with the head of the Agency, hospital manager, and at least 1 staff from the facility to review performance of the service provider. The discussion points shall be recorded and action items agreed. Copies of minutes of the monthly review meeting will be shared with the Agency within 3 days of holding the meeting. The copy of the Minutes should also be shared with the Health Facility in-charge and put on the Health Facility's notice board.
 - e) Random Review Inspections: State Health Society may randomly review services provided at the facilities, through its representatives or Third-Party Agency (TPA) authorized by SHSB. SHS may review the performance of services through inspections, discussions with Hospital Manager (HM)/ Medical Officer In-charge (MOIC), Agency, Supervisor.

5. Penalty

In case the Agency defaults on its obligations through the Key Performance Indicators (KPIs), a penalty shall be levied as mentioned under **Schedule D**. The total penalty in a month shall not exceed 10% of the monthly invoice value. In case of deduction of maximum penalty (10% of invoice) for consecutive 3 months, the agency shall be considered for termination or for any action to be taken suitably.

The penalty shall be arrived at after reviewing the log books and Performance certificates and shall be deducted from the payments in the following month. In case of exceptional circumstances, the penalty may be deducted from the performance security.

6. Performance Security

- 6.1. The Agency will be required to deposit an amount equal to Rs..600000(Six Lakhs Only) as Performance Security before signing the contract, failing which the bid/contract will be cancelled and negotiated and awarded to the L2, L3... (in this order) responsive bidder with their consent to enter into an agreement with the authority to provide services at L1 rate. Further, in case of non-deposit of Performance Security, the EMD shall be forfeited and suitable action may be taken under the terms of bidding documents.
- 6.2. The Performance Security should be in the form of Bank Draft or Bank Guarantee issued by a scheduled bank in favour of DHS, Saran. If submitted in form of bank guarantee, must be in the format provided in **Annexure-6**, and valid up to 90 days beyond completion of all contractual obligations of both the parties.
- 6.3. Appropriation of Performance Security: In the event of the Agency being in default of the due, faithful and punctual performance of its obligations under the Agreement during the Contract Period or owing any sums whatsoever to the Authority under the Agreement or in the event of there being any claims or demands whatsoever which may at any time be made or have been made on behalf of the Authority for or against the Agency under the Agreement, the Authority shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to appropriate the relevant or delinquent amounts from the Performance Security towards Damages as per the terms of the Agreement.
- 6.4. Performance Security will be refunded within 90 days of expiry of the Agreement.

6.5. The Agency shall not get any interest on security money deposited.

7. Force Majeure

- 7.1. Neither party shall be liable for any failure or delay in performance to the extent said failures or delays are in the nature of Acts of God including floods, fires, earthquakes, wars, riots, acts of governments occurring without its fault or negligence or the effects of which persist despite reasonable efforts undertaken by the party unable to perform to mitigate the effects, and such party does everything reasonably possible to resume its performance.
- 7.2. A party affected by an event of force majeure shall give the other party written notice, with full details as soon as possible and in any event not later than three calendar days of the occurrence of the cause relied upon.

8. Resolution of disputes

- 8.1. Any dispute/differences between the parties arising out of and in connection with the contract shall be settled amicably by mutual negotiations.
- 8.2. If the parties fail to resolve their dispute or difference by such mutual consultation within thirty days of its occurrence, the same shall be referred to the Regional Additional Director, Health Department, Government of Bihar, who shall then scrutinize the claims/ disputes that have been referred and make efforts for amicable settlements by mutual discussions/ negotiations shall resolve the issues/disputes.

9. Modification of contract

The Agreement may be supplemented, amended, or modified only by the mutual agreement of both parties. No supplement, amendment, or modification of the Agreement shall be binding unless it is in writing and signed by the two parties.

10. Event of Default

It shall be an Event of Default if:

- 10.1. The Agency or its employee fails to comply with any of the obligations listed out under the Agreement.
- 10.2. Any representation or warranty made by the Agency under the Agreement found to be incorrect in any material respect.
- 10.3. The Agreement becomes unlawful or is declared void.

11. Termination

- 11.1. Without prejudice to any other rights and remedies, on the occurrence of an Event of Default, the Authority may terminate this agreement immediately on giving written notice to the Agency, if such Event of Default is not remedied within 20 days of receipt by the Agency a notice in writing specifying the breach required to be remedied.
- 11.2. If the maximum applicable penalty of 10% is imposed on the Agency for three consecutive months, or the Agency fails to provide satisfactory service despite several notices, the Agreement can be terminated by the Authority by giving one-month notice.

- 11.3. Either party may terminate this agreement without assigning any reason by giving a ninety days' notice.
- 11.4. In the event force majeure event continues for one hundred and twenty (120) days or more, the non-affected party shall have the right to terminate the Agreement by issuing a Termination Notice.
- 11.5. Upon termination of the Agreement in any event, the Agency shall vacate the premises and withdraw its services and staff.

12. Covenants

- 12.1. Agency shall ensure compliance with all applicable laws, rules and regulations, guidelines or policies for the performance of obligations under the Agreement.
- 12.2. Agency shall be responsible for any existing government charges, taxes, liabilities or fees or any personnel taxes and shall indemnify and hold harmless the Authority for any liability in this connection.
- 12.3. Other than as may be permitted by the Agreement, Agency shall not disclose, use or share any data/information/record, etc. with respect to the health facility where it is providing services and shall treat all information as confidential.

13. Limitation of Liability

- 13.1. Nothing herein shall impose any liability upon the Authority in respect of any defects/death arising out of the acts, omissions, commissions, negligence or defaults on part of the Agency, its employees, staff and/or agents for any failure by the Agency in carrying out their roles and responsibilities mentioned in the Agreement.
- 13.2. The Agency shall be responsible for due compliance with all the applicable Central, State, Municipal and Local Statutes, Rules and Regulations made there under with respect to the objectives contemplated herein. Any penalty fees levies or the likes if any imposed by any authority due to any non-compliance shall be solely to the account of the Agency and will not be borne by the Authority.
- 13.3. The Authority will not be responsible for any loss or damage that third parties may suffer to due events such as fire, flood, storms, earthquakes, accidents, etc.

14. Indemnity

- 14.1. Agency shall indemnify Authority on demand, against any loss, destruction, or damage to any property or any loss, injury, or death of any person caused by the negligent act or omission or willful misconduct of Agency or its employees or agents
- 14.2. Agency shall indemnify Authority on demand, against all claims, costs, demands, allegations, charges, expenses and liabilities of whatsoever nature arising out of or in connection with any claim arising out of Agency's performance of its obligations under the Agreement.


 A series of handwritten signatures in blue ink at the bottom of the page. From left to right, there is a signature that appears to be 'Raman', a signature that appears to be 'D. ...', a signature that appears to be 'Rajay', and a signature that appears to be 'mg'.

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Annexure 6 – Format for Performance Security

(To be stamped in accordance with the Stamp Act)

Ref: Bank Guarantee No.:

Date:

To

The Civil Surgeon-cum-Member Secretary/Superintendent

District Health Society _____

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Contract dated 2019 (hereinafter referred to as "the Contract") to provide cleaning services at _____ (name of the facility) under Public Private Partnership Model, for the DHS, Saran.

AND WHEREAS it has been stipulated in the said Contract that the bidder shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized / Scheduled Commercial Bank for the project/performance of providing cleaning services at _____ (name of the facility) as per the agreement.

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the DHS Saran the Guarantee:

Therefore, the Bank hereby agrees and affirms as follows:

- 1) The Bank hereby irrevocably and unconditionally guarantees the payment of INR _____ to _____ under the terms of their Agreement dated on account of full or partial non-performance / non-implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards DHS, SARAN under this Guarantee shall not, under any circumstances, exceed in aggregate.
- 2) In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from DHS, SARAN stating full or partial non-implementation and/ or delayed and/or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to DHS, SARAN any and all sums demanded by DHS, SARAN under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from DHS SARAN/_____ to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr.....
- 3) This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 15 months from the date of its execution.
- 4) The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - a) Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - b) Any breach or non-compliance by the bidder with any of the terms and conditions of any Agreements/credit arrangement, present or future, between bidder and the Bank.

Ramesh *S. Kumar* *Rajeev* *mg*

- 5) The Bank also agrees that DHS, SARAN at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against vendor and not withstanding any security or other guarantee that DHS, SARAN may have in relation to the bidder's liabilities.
- 6) The Bank shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of DHS SARAN or any other indulgence shown by DHS SARAN or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.
- 7) This guarantee shall be governed by the laws of India and only the courts of Patna, Bihar shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of 2019

Witness

(Signature)

(Signature)

(Name)

(Name)

Bank Rubber Stamp

(Official Address)

Designation with Bank

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SCHEDULE - A
Provisional Cleaning Schedule

S. No	Area/Item	Job	Frequency
1	OT and Labour Room	Daily cleaning, mopping and disinfecting floors, walls, ceilings, lights etc.	Before starting the day and at the end of the day
2	OT and Labour Room	Cleaning and disinfecting, Mopping & sweeping.	Before each case
3	LICU, Wards, and all other rooms	Mopping & sweeping.	Twice in each Shift
4	Store room, Kitchen area, laundry area, training area, waiting area etc.	Mopping & sweeping	Twice in each Shift
5	All corridors, stair cases, cabins, lobbies, Public Areas, office rooms etc.	Mopping & sweeping & Floor scrubbing	Twice in each Shift
6	Drinking water	Cleaning of mug/glass	Twice daily
7	Toilet	Cleaning of stains & disinfection in the toilet including wash basins, toilet pans and other plumbing fittings;	Twice in each Shift
8	Collection of waste	Collection by trolley	Four times Daily
9	Roads, open areas and Surroundings	Fine sweeping	Twice daily
10	Office glass and Windows	Cleaning of stains	Daily
11	Tiles other than toilet	Removal of stains, dust & cobwebs	Daily
12	Clearing of dust bin	Emptying of dust bins	Twice daily
13	Waste materials	Hand pick	4 times/day
14	Cob webs	Removal of dust and cob webs	Weekly
15	Other glass & window	Cleaning of stains and dirt	Weekly
16	Fans and Tube light	Removal of dust and cob web	Weekly
17	Water tank	Chlorinate (Duly informing the authority a day in advance)	Monthly

Note: Any other work of similar nature assigned by the Hospital authorities will have to be done by Agency

Ramesh

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SCHEDULE - B

List of materials

S. No	Items	S. No	Items
1	Soap	13	Broom
2	Detergent	14	Mop
3	Dishwash bar/liquid	15	Mugs
4	Bathroom Acid	16	Buckets
5	Phenyl / Disinfectant for hard surfaces	17	Dust-bins
6	Anti-Septic	18	Rat Kill
7	Room air freshener	19	Insect & mosquito Killer
8	Sanitary Cubes	20	Bleaching Powder
9	Bathroom Floor Cleaner	21	Naphthalene Ball
10	Glass Cleaner/	22	Room Freshener
11	Furniture Cleaner	23	Hypo-chloride Solution
12	Toilet Cleaner	24	Liquid/Electric Mosquito repellent (no coils)

Note: The Authority may add to the above list in case of specific requirements.

All the above-mentioned items are to be procured and provided by the Agency regularly to ensure proper cleaning services. Verification of stock and quality of these items will be done by Office In-charge. The materials being used by the Agency would be of superior quality/standard and of prominent brands.

Brushes and other materials used for toilet cleaning shall be kept separately and these should not be used for cleaning other areas.

Signature

Signature *Signature*

Signature

SCHEDULE - C

Minimum Manpower Requirement

The figures provided below are indicative and should there be a modification, it should be carried out at the tendering and contracting stage based on the local requirements.

S. No	Facility	Area	Staff in morning shift	Staff in afternoon Shift	Staff in night shift
1	Sadar Hospital	OT	1	1	1
		Delivery Ward and Labour Room	1 (women)	1 (women)	1 (women)
		Toilet for Delivery ward	1	1	1
		ICU and wards	1	1	1
		Other hospital premises (including outer premises), DHS Office	3	3	1
		Toilets in the campus	1	1	1
Shift wise staff			8	8	6

Total staff for Sadar Hospital = Sum of staff in all 3 shifts
 = 8+8+6= **22 staff**

S. No	Facility	Area	Staff in morning shift	Staff in afternoon Shift	Staff in night shift
2	Sub-Divisional Hospital	OT	1	1	1
		Delivery Ward and Labour Room	1 (women)	1 (women)	1 (women)
		Toilet for Delivery ward	1	1	1
		Other wards	1	1	1
		Other hospital premises (including outer premises)	2	2	1
		Toilets in the campus	1	1	1
Shift wise staff			7	7	6

Total staff for Sub-Divisional Hospital = Sum of staff in all 3 shifts
 = 7+7+6 = **20 staff**

Signature

Signature *Signature* *Signature*

S. No	Facility	Area	Staff in morning shift	Staff in afternoon Shift	Staff in night shift
3	Referral Hospital/CHC	OT	1	1	1
		Delivery Ward and Labour Room	1 (women)	1 (women)	1 (women)
		Toilet for Delivery ward	1	1	1
		Other wards	1	1	1
		Other hospital premises (including outer premises)	1	1	1
		Toilets in the campus	1	1	1
Shift wise staff			6	6	6

Total staff for Referral Hospital/ CHC = Sum of staff in all 3 shifts
 = 6+6+6 = 18 staff

S. No	Facility	Area	Staff in morning shift	Staff in afternoon Shift	Staff in night shift
4	PHC	PHC premises (Internal + External)	3	2	1
		Toilets in the campus	1	1	1
Shift wise staff			4	3	1

Total staff for PHC = Sum of staff in all 3 shifts
 = 4+3+1 = 8 staff

Signature

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SCHEDULE - D
Performance Matrix

S. No	Performance Indicators	Expected Level	Measurement protocol	Penalty in case of non-compliance
1.1.	Initial sweeping & mopping of all areas shall be completed by 8:00 AM everyday	At least 90% of times during a month	To be verified from daily Log Book	1% of the total monthly invoice for the respective facility, for every incidence of non-compliance.
1.2.	Staff availability	100%	To be verified from daily Log Book/ attendance sheet	Rs. 500 per day in case of absence of Supervisor; Rs. 200 per staff per day of absence
1.3.	Materials (Schedule - B) available at all times	100%	To be verified from daily Log Book/Stock Book and weekly (random) inspection by Hospital Manager/on duty doctor/ward in-charge	1% of the total monthly invoice for the respective facility
1.4.	Feedback Form complaints	Less than 5% of the total feedback forms filled in a month should have complaints regarding the services of the Agency	Inputs from feedback forms to be collated by Hospital Manager/ /DS on a weekly basis and communicated to the Agency	1% of the total monthly invoice for the respective facility
1.5.	Mops/ brooms etc. should be replaced every month	100%	To be verified by HM on monthly checks. Agency to inform HM when they have new stock every month through purchase receipts	1% of the total monthly invoice for the respective facility
1.6.	Toilet cleaning equipment should be used only for toilet cleaning	100%	To be verified from daily and weekly (random) inspections by Hospital Manager/on duty doctor/ward in-charge	5% of the total monthly invoice for the respective facility

Approved

[Handwritten signatures]

SCHEDULE - E

Format for Attendance Certificate – to be kept with Hospital Manager

Name of the facility:	Month:
Name of the block:	District:

Tick (✓) the box if the staff was present

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Date	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Staff Name 1															
Staff Name 2															
Staff Name 3															
Staff Name 4															
Staff Name 5															
Staff Name 6															
Staff Name 7															
Staff Name 8															
Staff Name 9															
Staff Name 10															

Name of the Agency's Representative

Signature

Name of the Authority's Representative

Signature

Note: In case of temporary replacement staff, note the staff name in remarks column. Also mention the duration of the temporary replacement

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SCHEDULE F

Equipment/Material Availability

Name of the facility:		Month:
Name of the block:		District:

EQUIPMENTS	DATE														Authority's Representative's Sign	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14		15
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Equipment 1																
Equipment 2																
....																
Material 1																
Material 2																
....																
Remarks																

*The final log book format to be developed by the facility in-charge (Authority's representative)

Samuel

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Schedule G: Daily log to be maintained by agency at the facility
Log-Book Format

To be maintained by The Agency Supervisor

Area	Morning Shift		Afternoon Shift		Night Shift		Service Requirements (Bulbs/other fittings) Or Any Remarks	Supervisor's Signature	Department I/C Signature
	Time of cleaning	Attendance Check-in & Check-out time	Time of cleaning	Attendance Check-in & Check-out time	Time of cleaning	Attendance Check-in & Check-out time			
OT room									
Delivery/labour ward									
Labour room									
Toilet for delivery ward									
ICU									
DHS Office									
General ward									
Emergency ward									
Other Toilets & Urinals									

Signature of Hospital Manager

Date:

Signature of Supervisor

Date:

[Handwritten Signature]

[Handwritten Signature]

[Handwritten Signature]

[Handwritten Signature]