



"Your health our goal, आपका स्वास्थ्य हमारा लक्ष्य"



GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
OFFICE OF ADDITIONAL DIRECTOR, CGHS PUNE
DIRECTORATE GENERAL OF CENTRAL GOVERNMENT HEALTH SCHEME

E-TENDER NOTICE

Open Tender Notice. F. NO. CGHS/PNE/G.ST/33/18-19/7664

*Engaging Agency for Composite Housekeeping Services
in various Wellness Centres and Office of Additional Director under CGHS Pune*

For and on Behalf of President of India, The Additional Director CGHS Pune invites applications from reputed agencies in Pune for providing composite housekeeping services to the 9 Wellness centres, Polyclinic and Office of Additional Director, CGHS Pune. Bidders are advised to refer to the locations of services required as provided in section 3.8 of Tender document. Bidders are advised to participate online at <https://eprocure.gov.in/eprocure/app>. The e-tender for 9 Wellness Centres, Polyclinic, and Office of Additional Director will be a composite tender. The bidder will have to upload required documents and bids for the composite services to be provided at all these locations.

The tender notice can be downloaded from the Website <http://eprocure.gov.in/eprocure/app> or <http://cghspune.gov.in>.

Eligibility Criteria:-

1. The bidder agency must hold valid registration/license with appropriate authority of Govt. of Maharashtra. The successful Bidder will further ensure that their licenses remain valid on the date of bid opening and till the end of the contract period.
2. The bidder agency must not have been blacklisted by any Court of Law or any Government/Central Autonomous bodies/PSUs and in any such future event, the agency shall undertake to keep CGHS informed.
3. The Annual Turnover of the bidder agency in each of the two previous financial years 2016-17 & 2017-18 should not be less than Rs. 50 lac (Rupees Fifty lac)
4. The bidder agency should be situated within the Municipal limits of Pune/PCMC.
5. The bidder agency must have completed at least two similar works with other organizations such as Central Government or Autonomous or PSU or defence organizations, Municipal bodies, etc. each costing not less than 40% of the tender value.
6. The bidder agency must be compliant with all statutory requirements such as ESI, Provident Fund, GST, etc. as per eligibility criteria as per clause 2.1 of tender document.
7. A copy of PAN and GSTIN allotted to the firm.

Enquiries will be entertained in the pre-bid conference only. The Additional Director CGHS, Pune reserves the right to reject all / any application received from the Service Provider Agency without assigning any reason.

**Additional Director
CGHS, Pune**



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Open Tender Notice. F. NO. CGHS/PNE/G.ST/33/18-19/7664

E-TENDER DOCUMENT

E-Tender for Engaging Agency for Composite Housekeeping Services in various Wellness Centres and Office of Additional Director under CGHS Pune (as per details at Annexure 6, 6.1 & 6.2)

- 1.1 e-Tenders are invited for Engaging Composite Housekeeping Service Agencies from reputed contractors with experience/ financial/ infrastructure capabilities in accordance with relevant clauses of the tender documents, in Wellness Centres and Offices **as per Annexure 6 with further details from 6.1 & 6.2** under CGHS Pune in the Prescribed Format of tender document. This will be a single composite tender for all Wellness Centres and Office of Additional Director. Further details of the tender document are available on the Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app> the Bids will also be required to be uploaded on the same portal. Details are also available on CGHS website at: <http://cghspune.gov.in> for viewing only.
- 1.1.2 **ONE BID PER BIDDER:** Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

1.2 **Brief tender details are given below:-**

1.2.1	Description of Scope of Work	Dusting/Cleaning of rooms including all furniture and fixtures, Computers & Accessories (dry dusting), corridors, stores, toilets, staircases including anything and everything up to ceiling height, wet mopping of floors and washing of floors and ceiling external facia, roof, pathways, parks, kutcha ground, boundary walls, glass panes with suitable Eco friendly and Biodegradable cleaning chemicals; with suitable hand or mechanically and electrically operated equipment/machines and specified manpower, on all working days during working hours as detailed at Annexure 6, 6.1-6.2 and as many times as desired by the In-charge of the facility.
1.2.2	Type Of Tender	E-Tender under TWO BID/TWO PACKET SYSTEM. The Technical and Commercial Bids to be uploaded separately on the e- procurement portal at http://eprocure.gov.in/eprocure/app
1.2.3	Contract Period in Years	One year from date of Award of Contract with a provision of further extension for another year or part thereof, subject to satisfactory performance of the Agency and on same terms and conditions, further subject to mutual consent by both the parties.

1.2.4	Earnest Money Deposit (Bid Security)	Rs. 66,000/- (Rupees Sixty-Six Thousand only). The EMD will need to be deposited with the office of the Additional Director CGHS Pune on or before the last date & time of the Bid closing.
1.2.5	Mode/Validity of E.M.D.	Crossed Demand Draft/Bankers Cheque issued by Scheduled Banks drawn in favour of “ Additional Director, CGHS, Pune ”, payable at Pune, valid for <i>120 days, with provision to extend validity of the bids and EMD for further period at the request of CGHS, if needed.</i>
1.2.6	Performance Bank Guarantee	5% of the expected contract value for one year, i.e. Rs. 1,65,000/-
1.2.7	Validity of performance Bank Guarantee	180 days after expiry of Contract. In case the period of contract is extended after satisfactory completion of one year of services, the Contractor will be required to get the validity of the Bank Guarantee extended for a period up to six months beyond the period of the contract.
1.2.8	Cost of Tender Document	Nil
1.2.9	Estimated Tender Value	Approximately Rs 33,00,000
1.2.9	Deposition of Bid Security	Office of Addl. Director CGHS, Swasthya Sadan, Mukund Nagar, Pune 411037, before last date and time for bid submission mentioned in Critical Date Sheet .
1.2.10	Period of Commencement of Work	Within 15 days of Award of Contract, failing which the EMD will be forfeited.

Clarifications if any shall be entertained in the pre-bid conference only. Response, if any, will be issued in respect of those clauses only where changed, online at <http://eprocure.gov.in/eprocure/app>. No individual correspondence will be made/ entertained.

**ADDITIONAL DIRECTOR
CGHS PUNE**

CRITICAL DATE SHEET

Tender No./Tender ID:	<i>Open Tender Notice. F. NO. CGHS/PNE/G.ST/33/18-19/7664</i> Tender ID: 2018_DGHS_412394
Name of Organization	CENTRAL GOVT HEALTH SCHEME, PUNE
Date of Issue/Publishing	30/11/2018 (18.00 Hrs)
Document Download Start Date	30/11/2018 (18.00 Hrs)
Document Download End Date	20/12/2018 (16.00 Hrs)
Clarification Start Date	06/12/2018 (15.00 Hrs)
Clarification End Date	06/12/2018 (17.00 Hrs)
Date for Pre-Bid Conference	06/12/2018 (15.00 Hrs)
Venue of Pre-Bid Conference	Office of Additional Director CGHS, 2nd Floor, Swasthya Sadan, Mukund Nagar, Pune
Last Date and Time for Uploading of Bids	20/12/2018 (16.00 Hrs)
Date and Time of Opening of Technical Bids	21/12/2018 (16.00 Hrs)
Date and Time of Opening of Commercial Bids	Shall be decided later and intimated to Bidders successful in Technical Bid through e-procurement portal.
Address for Communication	Office of Additional Director Central Government Health Scheme 2nd Floor, Swasthya Sadan, Mukund Nagar, Pune – 411 037 Website: http://cghspune.gov.in

Instructions for Online Bid Submission

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<http://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Bidder Enrolment.**” Enrolment on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument such as Demand Draft or Banker's Cheque.
- 4) The bidder shall seal the original Bank Draft/Pay order /Bank Guarantee as per Annexure EMD in an envelope. The Bidder shall mark its name and tender reference number on the back of the Bank Draft/ Pay order before sealing the same. The address of NIC, name and address of the bidder and the Tender Reference Number shall be marked on the envelope. The envelope shall also be marked with a Sentence "NOT TO BE OPENED BEFORE the Date and Time of Bid Opening". If the envelope is not marked as specified above, NIC will not assume any responsibility for its misplacement, pre- mature opening etc.

In case EMD is sent through Speed Post and it must reach Additional Director CGHS Pune, 2nd Floor Swasthya Sadan, Mukund Nagar, Pune 411037, as per date and time mentioned above in the name of Additional Director, CGHS Pune.

EMD not meeting above deadlines will not be accepted and their uploaded bid will be rejected.

- 5) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other

cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the <Tender Inviting Authority> for the tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800-3070-2232.

2. INSTRUCTIONS TO TENDERERS/BIDDERS

The tender documents can be seen at the Central e-Procurement portal <http://eprocure.gov.in/eprocure/app> and will also be available for viewing at the Website <http://cghspune.gov.in> during the period as mentioned in 1.2.9 and 1.2.10 and the same can be downloaded free of cost. However, the Technical & Financial Bids can be uploaded on the Central e-Procurement portal at <http://eprocure.gov.in/eprocure/app> only.

2.1 Eligibility Criteria: The Tenderers must fulfil the following conditions:-

- i. **TURNOVER:** The turnover of the Bidder should be more than Rs. 50 Lacs in previous Two Financial Years, i.e. 2016-17 & 2017-18. Copy of the audited Balance Sheet & Profit & Loss Statements for FY 2016-17 & 2017-18 to be uploaded as supporting evidence.
 - ii. **EXPERIENCE:** Should have satisfactorily completed 2 similar works (Work of Composite Housekeeping), each costing not less than 40% of the estimated cost of the tender in any Government/Semi Government/ Central Autonomous Bodies/PSU hospitals/Private Hospitals Registered under State Medical Authority/Dispensaries/ Health Outlets.
 - iii. Documentary proof of satisfactory completion certificate from clients quoted for Experience as given in 2.1 (ii) above. Also, the copies of work orders issued by clients, duly attested are to be furnished in support of 2.1 (ii) above.
 - iv. Should be registered under ESI Act (*Certified copy to be uploaded*).
 - v. Should be registered under G.S.T. (*Certified copy to be uploaded*). Copy of the latest GST paid challan also to be *uploaded*.
 - vi. Should be Licensed by the Labour Commissioner, Govt. of Maharashtra for contracting labour under Contract Labour Act which should be valid on the last date of Bidding for the Tender (*Certified copy to be uploaded*).
 - vii. Should upload undertaking that up-to-date Income Tax Returns, Provident Fund Returns and E.S.I Returns have been filed with the appropriate authorities along with certified copies of latest returns for the last 02 years (FY 2016-17 & 2017-18). viii. Scanned copy of PAN Card of Proprietor or the firm as the case may be & ITRs for the last two financial years 2016-17 & 2017-18.
 - ix. Should uploaded copy of the EPF Registration and EPF A/c No. allotted by PF Commission.
 - x. Should uploaded an undertaking on affidavit that the company/ firm has not been blacklisted by any Court of Law or any Govt./ Central Autonomous bodies/ PSU and in future if it takes place the agency shall be liable to inform the Office/ CGHS forthwith.
 - xi. The Registered office of the bidder should be located within the Municipal Limits of Pune/PCMC.
 - xii. An undertaking on the letter head of the Firm/Company to the effect that "The Bidder has gone through all the Terms & Conditions of the Tender document & the same are acceptable to the Tenderer". Scanned copy of the undertaking to be signed & sealed by the authorized signatory before uploading. xiii. A scanned copy of the authorization by the Proprietor/Partners/Executive Director (as the case may be) in case the Bid documents are signed & sealed by a person authorized by all the owners of the Agency.
- 2.2 Bids should be complete, covering entire scope of work and conform to all the conditions laid down in the tender documents failing which their bids shall be summarily rejected outright without further information to the bidder and without assigning any reason and no correspondence shall be entertained in this regard.
- 2.3 Scanned copies of all documents should be submitted online only at the following website:
<http://eprocure.gov.in/eprocure/app>

2.4 COST OF BIDDING

Prospective bidders shall bear all the costs associated with the preparation and submission of the e-bid. CGHS in no case will be responsible or liable for these costs regardless of conduct or outcome of the Tender process.

2.5 SUBMISSION OF BIDS: As prescribed in the relevant clauses of 2.1 Eligibility Criteria.

2.5.1 Tender is in two parts.

a) Technical Bid containing documents of General Nature establishing Eligibility Criteria as specified in 2.1 above viz. scanned copies of the Audited Balance Sheets & Profit & Loss Statement for the F.Y 2016-17 & 2017-18 to establish the Turnover of the bidder, E.M.D. as specified in 1.2.4, Experience of contractor, various registrations (Service Tax, GST, EPF, ESI), License by Labour Commissioner of Govt. of India & supporting documents, ITRs & other Returns, registered office on the letterhead, undertakings, authorization, etc. as asked for in the tender, etc. Each & every document in the Technical bid should be signed by the Proprietor/duly authorized partner or all the partners in case of a partnership firm or the authorized Director in case of a company; all these also need to be stamped by the seal of the agency on each page before scanning & uploading on the e-procurement portal.

The EMDs will need to be deposited with the office of the Additional Director CGHS Pune on or before the last date & time of the Bid closing, as indicated in the bidding schedule. The EMD should be enclosed in an Envelope super scribed as "EMD" with Tender Notice No., description of work and due date of opening on the cover and addressed to Additional Director, CGHS Pune.

Registered Micro and Small Enterprises (MSE) as per Department of Micro, Small and Medium Enterprises or are registered with Central Purchase Organization or startups as recognized by Department of Industrial Policy & Promotion (DIPP) are exempt from submission of EMD. However, MSE bidders should mandatorily declare their UAM number on CPPP portal failing which such bidders shall not be able to enjoy the benefits as per public procurement policy for MSEs Order 2012 for tenders invited electronically through CPPP, which includes, but not limited to, exemption of EMD. Therefore, MSEs bidders must ensure declaration of UAM number on CPPP to enjoy the benefit of EMD exemption.

b) Commercial Bid shall be entered in the BOQ Excel format provided with the tender document. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the green coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

2.5.2 Commercial bid of only those Bidders shall be opened by constituted committee whose technical bid are found acceptable, in order and complete in all respects, on the date & time to be intimated later. A team of Officers from CGHS may visit the office of the Bidders for establishing their credibility & verification of submitted documents.

2.5.3 No Service charge should be mentioned anywhere in Technical Bid otherwise the bid is liable to be rejected.

2.5.4 The Department reserves the right to reject any or all the Bids without assigning any reasons thereof, in the interest of the work. No Bidder shall have any cause of action or claim against CGHS for rejection of his bid.

2.5.5 Any deviation from the clauses hidden/intentional/unintentional shall be considered as contravention of the clauses of tender document and same shall also be grounds of rejection.

2.5.8 Each Bidder shall submit only one tender and quote Rates only in the BOQ format online in the Excel format, considering the scope of work as detailed in Annexure 6 & 6.1 & 6.2. The Bidder shall ensure that the deployed manpower stays in the facility during the whole shift. Before submitting the bid, the Bidders are advised to visit all Wellness centres and the Office of Additional Director to assess the quantum of work.

2.5.9 CGHS reserves the right to shift CGHS Wellness Centres to any other location within the PMC/PCMC, if required. The successful bidder will have to provide services at the new location on the same terms and conditions.

2.5.10 Conditional Tenders/Non-compliance of any of conditions set in tender document shall render the bid for disqualification.

2.5.11 The Tender documents submitted should be signed by the authorized signatory of the organization on each page of the documents which should also be serially numbered. Failure to do so will be treated as non-fulfilment of the tender conditions.

SCOPE OF WORK

3.1 As defined in Annexure 6, 6.1 & 6.2

3.2 Timely availability of all the men, material and machinery at the building selected for housekeeping shall be the sole responsibility of the contractor and in the event of his/her failure to do so, Additional Director/CMO In-charge reserve the right to get the work done by hiring from alternative sources at the cost & risk of the Contractor and expenditure so incurred shall be deducted from the payments due to the contractor along with penalty as deemed fit by CGHS authorities. Contractor will ensure that manpower deployed reports for work at least 30 minute before the scheduled opening of Wellness Centres/Office.

3.3 The contractor shall take all necessary steps to ensure that clinical work, official work and beneficiaries are not put to inconvenience during Office/Wellness centre timings due to housekeeping and there is no safety hazard/any other hazard at workplace.

3.4 Housekeeping jobs shall include Cleaning of rooms, corridors, stores, toilets, staircases including furniture, dry dusting of computers & accessories, cleaning of anything and everything up to ceiling height including wet mopping & washing of floors and ceiling, external facia, roof, pathways, Pavements, parks, 'kutcha' ground, boundary Walls, glass panes, etc. with suitable Eco-Friendly and Bio-Degradable Cleaning chemicals/ materials, etc. and suitable hand, mechanically/electrically operated equipment/dry and wet scrubbers/vacuum cleaners and specified manpower, etc. on all working days during working hours. The liability on the part of Central Government Health Scheme will be restricted to provision of Electricity, water, cleaning material and access to the specified facilities and minimum storage space where material/equipment can be stored. All the workforce used in the housekeeping shall be the liability of the Contractor.

3.5 Visit to the Facilities: The bidder is required to provide sanitation and housekeeping services to the CGHS and is advised to visit and acquaint himself with the areas in the facilities and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to various facilities and is aware of the operational conditions prior to the submission of the tender documents.

3.6 Penalty: Monitoring of the levels of quality of the housekeeping services shall be done on regular basis by officers of the CGHS and in the event of quality of housekeeping being found to be unacceptable in any month due to deficiency in the housekeeping work for lack of manpower, mechanical equipment, cleaning or other materials or processing, a "Penalty" as detailed below will be levied, to be deducted from the contractor's bills/Performance Security.

a) In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of sanitation staff absent on that particular day shall be levied by the CGHS and the same shall be deducted from the contractor's bills.

b) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 3.6 (a) shall be levied. (c) In case any public complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.

c) In case the contractor fails to execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Additional Director CGHS concerned reserves the right to impose the penalty as detailed below:-

d) If the performance of the vendor/deployed manpower is not up to the satisfaction of the Department, a penalty of a minor fine of Rs. 1,000/- per day or a major fine of Rs. 5,000/- per day can be imposed on the contractor.

The penalties shall be recovered out of the Pending Bills/Performance Security of the Contractor. The Additional Director CGHS reserves the right to forfeit a part or whole of the performance Bank Guarantee or/and cancellation of contract in case of repeated instances of poor performance with no improvement in spite of bringing the same to the notice of the contractor, verbal or written. The contractor or his employees will not be allowed to take out any item without the explicit written authority of the CMO in-charges or authorized representatives of the Addl. Director.

**ADDITIONAL DIRECTOR
CGHS, PUNE**

3.8 Following locations shall be covered in this contract subject to final decision by CGHS authorities as per clause 2.5.9.

S. No.	Wellness Center No.	Address	Tel. No
1	Wellness Center 1	U Block Type IV Qtrs GPRA, Akurdi, Pune – 411044	020-27640130
2	Wellness Center 2	GSI Colony, Phulenagar - Yerawada Pune - 411 006	020-2668549
3	Wellness Center 3	Chitragupta Complex, OPP: Anglo-Urdu High School, Hidayatullah Road, Pune – 411 001	020-26455163
4	Wellness Center 4	233, Sugandha Apartments, Mangalwar Peth, Pune - 411 011	020-24570018
5	Wellness Center 5	ARDE Staff Quarters, Near Gole Market, Pune 411 007	020-25652045
6	Wellness Center 6	296, Range Hills Estate, Old Yard Estate Office, Pune 411 003	020-25819776
7	Wellness Center 7	Swasthya Sadan, Mukund Nagar Near Ranka Hospital, Pune 411 037	020-24266402
8	Wellness Center 8	Shukrawar Peth, Bajirao Road Pune 411 004	020-24471602
9	Wellness Center 9	General Thimmayya Street Camp, Pune 411 001	020-26360020
10	CGHS Polyclinic	First Floor, Swasthya Sadan Mukund Nagar, Pune 411 037	020-24269311
11	CGHS Office	Office of Additional Director 2 nd Floor, Swasthya Sadan, Mukund Nagar, Pune – 411037	020-24262831

If CGHS decided to close down/shift an office or Wellness Centre to another location, decision of the CGHS authorities in the matter shall be final and binding on the contractor. This may include suspension of Housekeeping services at stated Office/Dispensary and necessary changes as per approved tender rates/Housekeeping services to the newly allocated site. The contractor will shift his material at his own costs.

THE BID DOCUMENT

4.0 CONTENT OF BIDDING DOCUMENTS

4.1 The services required, bidding procedures and contract terms are described in the bidding document. In addition to the Invitation for Bids, the Tender documents includes:

Annexure 1:	Bid submission Proforma	<u>P-23</u>
Annexure 2:	Proforma for Contractor's past services/experience	<u>P-24</u>
Annexure 3:	Commercial Bid/Price Bid format.	<u>P-25</u>
Annexure 4:	Proforma of Performance Security Bank Guarantee	<u>P-26</u>
Annexure 5:	Work Performance Evaluation & Monitoring	<u>P-28</u>
Annexure 6:	6.1 & 6.2 Scope of work	<u>P-29 to 31</u>
Annexure 7:	Format showing details of payments made to personnel	P-32
Annexure 8:	Format of statement showing details of ESI deposit	P-33
Annexure 9:	Format of statement showing details of EPF deposits	P-34
Annexure 10:	Format for presentation of bill	P-35

The contractor is expected to study carefully all the instructions; failure to furnish all information required by the tender documents will be at the contractor's risk. Tenders not complying with tender conditions and not conforming to tender specifications will result in the rejection of bid without seeking any clarifications.

PREPARATION OF BIDS

5.0 Language and signing of Bid

5.1 The bid prepared by the contractor and all correspondences and documents relating to the bid by the Contractor shall be in English language. Supporting documents and printed literature furnished by the Contractor may be in any other language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the bid, the translation shall prevail.

5.2 Bids shall be uploaded in the prescribed bid Proforma as per Annexure 1 to 3 and the Technical Bid documents as prescribed in Instructions to the Tenderers in Section -2 after considering the scope of work in section 6, 6.1 & 6.2 of the Tender document. The said prescribed documents & pro forma, duly filled in and signed by the authorized person, should be uploaded on the CPP Portal.

- 5.3 The Price Bid shall be uploaded only in the BOQ document available on the Central Public Procurement Portal itself in Excel format. The Annexure 3 provided herein this tender document is for information and guidance only and not to be filled nor uploaded on the Central Public Procurement Portal.
- 5.4 The bid papers, duly filled in and complete in all respects shall be uploaded together with requisite information and Annexure/Appendices. It shall be complete and free from ambiguity, change or interlineations.
- 5.5 The Contractors are advised in their own interest to ensure that all the points brought out in the Tender Document are complied with in their bid, failing which the offer is liable to be rejected.
- 5.6 The contractor shall submit the bid documents with the exact name of the firm to whom the contract is to be issued and same should be sealed by an executive officer of the Contractor's organization. In case of a company the same shall be sealed with the company seal.
- 5.7 The contractor shall clearly indicate their legal constitution and the person signing the bid shall state his capacity and also source of his ability to bind the Contractor.
- 5.8 The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the contractor, shall also be scanned & uploaded. Additional Director CGHS, Pune may reject outright any bid not supported by adequate proof of the signatory's authority.
- 5.9 The Contractor shall have to accept all the terms and conditions as laid down in the bidding document.
- 5.10 Any interlineations, erasures or overwriting shall be valid only if they are initialled by the person(s) signing the bid document.

6. CLARIFICATION IN RESPECT OF INCOMPLETE OFFERS

Prospective contractors are advised to ensure that their bids are complete in all respects and conform to "Terms & Conditions" as laid down in the tender. Bids not complying with the requirement of the tender documents are liable to be rejected. CGHS may waive any minor non-conformity in a bid that does not constitute any material deviation.

7.0 PRICE SCHEDULE/FORMAT

- 7.1 The Contractor shall complete the price bid in the Excel format in the BOQ sheet on the Central Public Procurement Portal, indicating the rate in Indian Rupees only.
- 7.2.1 Service Charges quoted by the contractor shall be valid and constant during the contractor's performance of the contract and will not be subject to any variation on any account. Rates are to be filled in for unskilled workers for non-mechanized housekeeping works.
- 7.2.2 The contractor shall ensure that the personnel deployed by it are paid wages as per Minimum Wage Act announced by the Govt. of India from time to time. The CGHS will make payment towards the wages of the workers at the rates announced by the Govt. of India from time to time.

8. INCOME TAX LIABILITY

The contractor will have to bear all Income Tax liabilities both corporate and personal tax/Liability of the wages, etc. for the personnel deployed by him.

9. PERIOD OF VALIDITY OF BIDS

The Bid shall be valid for acceptance for at least 90 days from the date of Technical Bid Opening, with provision to extend validity of the bids for further period at the request of CGHS, if needed. The Bid shall not be withdrawn on or after the opening of bids till the expiration of the validity period or any extension agreed to thereof. In exceptional circumstances, prior to expiry of the original bid validity period, the Competent Authority of CGHS may request the contractor for specific extension in the period of validity. The requests and the responses shall

be made in writing. The Contractor will undertake not to vary/modify the bid during the validity period or any extension agreed to thereof.

10 DEADLINE FOR SUBMISSION OF BIDS

The Bid must be submitted online not later than 1600 Hrs (IST) on the notified date of closing of the tender as per Critical Date Sheet.

11 LATE BIDS

11.1 Contractors are advised in their own interest to ensure that bids are submitted online well before the closing date and time of the bid. The Central Public Procurement Portal will not accept any bid received after deadline.

12. OPENING OF BIDS

The bid will be opened online at 15.00 Hrs (IST) on the date of opening indicated in Critical Date Sheet. In case of unscheduled holiday on the closing/opening of bid, the next working day will be treated as scheduled prescribed day of closing/opening of bid; the time notified remaining the same.

13 EVALUATION OF BID

Technical Evaluations of the Bids will be done by a duly constituted committee on the basis of Bid Documents submitted as Eligibility criteria. Financial Evaluation and comparison of bids will be online as per BOQ of Price Format (Illustrated at Annexure-3).

14 EXAMINATION OF BID

The committee constituted by the competent authority will examine the bids to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed and whether the bids are generally in order. The committee shall determine the conformity of each bid to the bidding documents. *As regard to financial evaluation of the Bids, the service charge quoted by the bidder as per the BOQ format will be assessed by the committee.*

15 NON-CONFIRMATION TO STIPULATIONS OR SPECIFICATIONS

The Contractor must note that his/her Bid will be rejected in case the tender stipulations are not complied with strictly. The lowest Bid will be determined from among those Bids, which are in full conformity with the required specifications.

16 PRE-BID MEETING

16.1 Pre Bid meeting shall be held in the Office of Additional Director, 2nd Floor, Swasthya Sadan, Mukund Nagar, Pune - 411037 at the date & time in the Critical Date Sheet.

16.2 No contractor shall contact any of the CGHS authorities on any matter relating to its bid, from the time of the opening to the time the contract is awarded.

17 AWARD OF CONTRACT

17.1. TIE BREAKER: In case of identical Bids by more than one Bidder, the following Tie- breaker procedure will be adopted to break the tie (in order of listing):

1. Turnover of the Bidder: More the turnover, more the preference
2. Duration of Establishment: Longer the period of establishment, more the preference.

17.2 Additional Director, CGHS, Pune will award the contract to the successful contractors whose bid are determined to be in full conformity to the bid documents and have been determined as the lowest evaluated bid.

17.3 Addl. Director, CGHS Pune reserves the right to accept any bid and to reject any or all the bids.

Addl. Director, CGHS, Pune reserves the right to reject any or all the Bids, and to annul the bidding process at any time prior to award of contract, without thereby incurring any liability to the affected Contractor or Contractors or any obligation to inform the affected Contractor or Contractors of the ground for its actions and decisions. Additional Director, CGHS, Pune also reserve to itself the right to accept any bid in part or split the order between two or more contractors.

18 NOTIFICATION OF AWARD (NOA)

18.1 Prior to the expiration of the period of bid validity, Additional Director CGHS Pune will notify the successful Bidders in writing that their bid has been accepted.

18.2 Upon the successful contractor's furnishing performance Bank Guarantee, pursuant to clause 21, the Office of the Additional Director CGHS Pune will promptly notify each unsuccessful contractor and discharge their bid securities.

19 MOBILISATION PERIOD

Successful contractor shall be required to mobilize for commencement of services at the specified locations within a maximum period of 15 days from the date of LOI/NOA, failing which the EMD will be forfeited as specified in 1.2.10.

20 SIGNING OF CONTRACT

The successful contractor shall sign a formal detailed contract with Additional Director CGHS, Pune within a maximum period of 30 days of date of LOI/NOA. Until the contract is signed, the LOI shall remain binding amongst the two parties.

21 PERFORMANCE BANK GUARANTEE

21.1 Within 15 (fifteen) days of the receipt of notification of award (NOA) from the Additional Director CGHS Pune, the successful Contractor shall furnish the Performance Bank Guarantee to the Additional Director, CGHS Pune from any scheduled Bank, in accordance with the conditions of the contract and as per clause 1.2.6 &

1.2.7, in the Performance Bank Guarantee Form provided at Annexure-4 of the bidding documents.

21.2 Failure of the successful Contractor to comply with the requirement of clause 23.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid Earnest Money Deposit, in which event the Additional Director, CGHS Pune may make the award to the next lowest evaluated.

22 REPRESENTATION FROM THE CONTRACTOR

22.1 The contractor(s) can submit representation(s) bearing reference to bid/tender number in connection with the processing of the tender directly to the Addl. Director CGHS Pune.

23 CORRUPT OR FRAUDULENT PRACTICES

- (i) CGHS requires that the Bidders observe the highest standards of ethics and conduct during the tender process and afterwards during the execution of such contract.
- (ii) In pursuance of this policy, the terms and conditions are set forth as follows:
 - a) “corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the tender process or in the process of execution of contract; and
 - b) “Fraudulent practice” means misrepresentation or concealment of any material facts in order to influence the tender process or execution of a contract to the detriment of CGHS, and includes collusive practice among Bidder (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive CGHS of the benefits of free and fair competition;
- (iii) CGHS will reject a proposal for award of contract, if it determines that the bidder recommended for award has engaged himself in corrupt or fraudulent practices while competing for the contract in question;
- (iv) CGHS will declare a firm ineligible, either indefinitely or for a specified period of time, for award of the contract if at any time it determines that the firm was engaged in corrupt and fraudulent practices while competing for or in executing the contract.
- (v) Any concealment of fact like blacklisting or non-performance in earlier contract will make the Bid inadmissible.

24 FORFEITURE

The Earnest Money may be forfeited if a Bidder withdraws its tender during the period of bid validity or in case of a successful Bidder, if the Bidder fails:

- i. To sign the contract in accordance with the terms and conditions; and
- ii. To furnish Performance Security as specified in the terms and conditions.

25 FORCE MAJEURE: The Contractor shall not be liable for forfeiture of its performance security, imposition of penalty or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure which means an event beyond the control of the supplier and not involving the Contractor’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. If a force majeure situation arises the Contractor shall promptly notify the CGHS in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing, the Contractor shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26 INDEMNITY

The bidder shall indemnify the CGHS against all actions, suits, claims and demands brought or made against it in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to the CGHS in consequence to any action or suit being brought against the bidder for anything done or committed to be done in the execution of this contract. The bidder will abide by the job safety measures prevalent in India and will free the CGHS from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder’s negligence. The bidder will pay all

indemnities arising from such incidents without any extra cost to CGHS and will not hold the CGHS responsible or obligated. The CGHS may at its discretion and entirely at the cost of the bidder defend such suit, either jointly with the bidder or single in case the latter chooses not to defend the case.

27. ARBITRATION

“ (i) In the event of any dispute or difference between the parties hereto, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Additional Secretary & Director General. CGHS, Ministry of Health & Family Welfare, on the recommendation of the Secretary, Department of Legal Affairs (“Law Ministry”), Government of India. The provisions of Arbitrations and Conciliation Act, 1996 (No. 26 of 1966) shall be applicable to the arbitration. The venue of such arbitration shall be at Pune or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the ‘Award’), which shall be final and binding on the parties. The cost of the arbitration shall be shared equally by the parties to the agreement. However, expenses incurred by each parties in connection with the preparation, presentation shall be borne by the party itself.

(ii) Pending the submission of and / or decision on a dispute, difference or claim, or until the arbitral award is published, the party shall continue to perform all of their obligations under this agreement without prejudice to a final adjustment in accordance with such award”.

28 NOTICES:

28.1 Any notice given by one party to the other, pursuant to this Contract shall be sent to other party in writing by registered post or by facsimile and confirmed by original copy by post to the other Party’s address as below.

CGHS*: Additional Director. CGHS Pune.

Bidder* _____

28.2 Notice shall be effective when delivered or on the notice’s effective date, whichever is later.

SPECIAL CONDITIONS

COMPLIANCE OF LABOUR LAWS:

1.0 The Contractor shall at his own cost comply with the provision of labour laws, rules orders and notifications whether central or state or local as applicable to him or to this contract from time to time. These Acts/Rules include without limitation to the followings:

- a) The Minimum Wages Act, 1948 Rules and orders issued there under from time to time.
- b) The Workmen's Compensation Act, 1923 with Rules, Orders and Notifications issued there under from time to time.
- c) The Payment of Gratuity Act, 1972 with rules, orders and Notifications issued there under from time to time.
- d) The Mines Act, 1952, The Factories Act, 1948 or the Shops and Establishment Act, whichever is applicable with Rules, orders and issued there under from time to time.
- e) The Payment of Bonus Act, 1965 with Rules, orders and Notifications issued there under from time to time.
- f) The Payment of Wages Act, 1936 with rules, orders and Notifications issued there under from to time.
- g) The Employees Provident Fund & Miscellaneous Provisions Act, 1952 with Notifications issued there under from time to time.
- h) The Employees State Insurance Act, 1948.
- i) The Interstate Migrant Workmen (Regulation of Employment and Condition of Service) Act, 1979 and Central Rules framed there-under.
- j) All other Acts/Rules/Bye-laws; orders notifications, etc., present or future applicable to the contractor from time to time for performing the contract job.

2.0 All employees of the Contractor shall be employees of the Contractor. CGHS, Pune will not have any liability to absorb them at any point of time nor can they claim any right for employment in CGHS, Pune.

3.0 The contractor shall have a valid license obtained from Licensing Authority under the Contract labour (Regulation & Abolition) Act, 1970.

4.0 The contractor shall submit the EPF code number obtained from the authorities concerned under the Employees provident Fund and Miscellaneous Provisions Act, 1952.

5.0 The contractor shall maintain all records/registers required to be maintained by him under various labour laws mentioned above and produce the same before the Statutory Authorities as and when enquired. These shall among other things include the following:

- i. Muster Roll
- ii. Register of Wages
- iii. Register of Deductions
- iv. Register of Fines
- v. Wage Slip
- vi. Register of Advances

5.1 The contractor shall also submit periodical reports/returns to the various statutory authorities such as the Contract labour (Regulation & Abolition) Act, 1970, Employees Provident Fund Act, etc.

6. The contractor shall provide Kits/Liveries to his employees, if any, required under law.
7. It shall be ensured that all deployed personnel are paid wages not less than the minimum wages declared by Government of India.
8. If any of the persons engaged by the contractor misbehaves with any of the officials of the CGHS, Pune or any beneficiary of CGHS or commits any misconduct with regard to the property of the CGHS, Pune or suffers from any serious communicable disease, the Contractor shall replace them immediately. In case Authority of CGHS, Pune feel that the conduct of any of CONTRACTOR'S employees is detrimental to the interests of CGHS, the Additional Director, CGHS, Pune shall have the unqualified right to request for removal of such employee either for incompetence, unreliability, misbehaviour, security reasons, etc., while on or off the job.

The CONTRACTOR shall comply with any such request to remove such personnel at CONTRACTOR'S expense unconditionally. The CONTRACTOR will be allowed a maximum of two working days to replace the person by competent qualified person at CONTRACTOR'S cost.

9. The contractor shall not engage/employ persons below the age of 18 years.
10. The contractor shall issue appointment letters to the persons engaged by him for deployment under this contract, a copy of which should be submitted to Additional Director, CGHS, Pune for record.
11. The contractor shall deploy one Supervisor/Facility Manager/Liaison Officer to manage the deployment of persons engaged under the Contract in the Zone and to ensure proper working & for day to day liaison work with the facility in-charges or the zonal authorities. The CGHS Pune shall not be liable to pay for their services. The contractor shall mandatorily provide the contact numbers of Supervisor/Facility Manager/Liaison Officer to the CGHS In-charge at the location of deployment.
12. The contractor shall get the antecedents of the persons engaged by him verified from police station concerned and produce a certificate in this regard to CGHS, Pune and also obtain entry passes, gate passes (IF APPLICABLE) for the person deployed by him for work from the concerned department of the CGHS, Pune through section in charge.
13. The Contractor shall pay wages directly to his workmen through electronic payment mode. He will ensure that all the personnel deployed have proper Bank accounts in the Scheduled banks. The contractor shall also ensure that no amount by way of commission or otherwise is deducted & recovered from the employee's wages.
- 13 (i) The Bidder shall ensure that the deployed manpower stays in the facility during the whole shift.
 - (ii) In case it is found that the wages are not being paid in accordance with the statutory Mini mum Wages Act, the contract shall be terminated forthwith & the performance security forfeited.
 - (iii) The Agency shall be responsible for payment of wages, etc. to the deployed personnel as per prevailing Acts/Orders as applicable issued by the Govt. of India. If any dispute arises between the Agency & the personnel employed by it in the matter of wages or any other service condition, it shall be settled by the Agency & the personnel engaged by it themselves. The CGHS Pune or the Govt. of India shall not be a party in any such dispute.

14. The contractor shall provide necessary insurance coverage to his workmen engaged in the execution of his contract so as to hold the CGHS, Pune non-liaible for any act from contractor's workmen in case of any accident / mishap including death. The insurance cost of personnel working for the contractor at the site shall be borne by the contractor. The contractor shall provide the Group Insurance Scheme of LIC or any other Insurance agency for his workmen.
15. The contractor shall deploy adequate number of persons for execution of the work undertaken on contract regulating their working hours and weekly off within the statutory limits. The contractor shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.
16. Contractor shall provide proper numbered photo identification cards to his employees to be deputed by him for work, duly signed by the contractor or person authorized on behalf of contractor.
17. The personnel deployed by the contractor for job shall meet the following requirements:
 - i) Should be medically fit, this is liable to be cross checked by doctors of CGHS, if required.
 - ii) Should possess good conduct and discipline.
18. The requirement given in the scope of work is only indicative. CGHS, Pune reserves the right either to increase or decrease it as per requirement. The decision of CGHS authorities in this regard shall be final and binding on the Contractor.
19. On receipt of work order the contractor shall have to enter into Agreement with Addl. Director CGHS Pune in which one of the Clauses would be arbitration clause as per the arbitration Act, which will be enforceable by either party in case of any dispute arising out of the work order.
20. In Case any contractor wishes to exit from contract, he will give notice of 3 months prior to such exit, failing which whole of Performance Security Guarantee will be forfeited along with deduction of an amount equivalent to one month payment from pending Bills and the contractor will be barred from bidding in CGHS Pune & Outside Pune units.
21. LAWS GOVERNING THE CONTRACT
 - a. This contract shall be governed by the laws of India.
 - b. The courts of Pune only shall have jurisdictions to decide any dispute arising out of or in respect of the contract.
22. PAYMENT PROCEDURE:
 - 22.1 The contractor shall submit monthly bills to the office of Additional Director, CGHS Pune, with the following documents for verification and payment:
 - i) Proof of deposition of statutory levies like EPF/ESI, etc. (with a list of individual names and amount deposited in their accounts. ii) Proof of ECS payment to his personnel for the jobs completed during the previous month.
 - iii) Performance & Evaluation reports duly signed by the concerned CMO I/Cs of the Office/Wellness Centres.
 - 22.2 The bills are to be addressed to the Addl. Director CGHS, Pune.

22.3 TDS as applicable shall be deducted at source at the time of payment to the contractor as per the provisions of the Income Tax Act from time to time.

23 Performance & Payment:

- A. The monthly payment shall become payable only if the service performance as measured by the CGHS is found satisfactory, utilizing the "Feedback Mechanism" instrument at Annexure 5, signed by the respective Wellness Centre or Office In-charges. The feedback instrument for measuring the quality of services must be at least satisfactory for release of payment of the month in question.
- B. The Contractor shall submit bills to the Additional Director CGHS Pune by 10th of every month in the format specified (Annexure 10) with all the documents specified in Payment Procedure 22.1 above as annexures (as per format specified in Annexures 7 to 9) and consolidated monthly Performance report duly verified and signed by CMO I/Cs concerned (as per format specified in Annexure 5).
- C. The payment shall be released to the contractor after due verification of the above documents within a period of 30 days of submission of bills.

BID SUBMISSION PERFORMA

(To be typed on Letterhead of Bidder Agency)

Tender No. **2018_DGHS_412394**

Ref: F. NO. CGHS/PNE/G.ST/33/18-19/7664

The Additional Director CGHS

Pune

Dear Sir,

1. I/We hereby offer to supply the services detailed in schedule hereto or such portion thereof as you specify in the Acceptance of Tender at the Service charge given in the said schedule and agree to hold this offer open till _____(Date).

2. I/We have understood and complied with the "Instructions to Bidders", the "General Terms and Conditions" and the Annexure thereto; and, have thoroughly examined and complied with the specifications, drawings, Special Conditions of Contract and/or pattern and am/are fully aware of the nature of the service required; and, accept the same for providing services and my/our offer is to provide services strictly in accordance with the requirements.

Yours faithfully,

Signature of Bidder
Address

Dated

Signature of witness
Address

Dated

Note: Duly signed form should be uploaded online along with other bid documents.

CONTRACTOR'S PAST SERVICES EXPERIENCE PROFORMA

S. No.	Name & Address of The Client	Period from _____ to _____	Description of Services successfully completed	Remarks, if any

Signature/Seal of the Contractor

NOTE- COPIES OF WORK ORDERS & WORK COMPLETION CERTIFICATES FROM CLIENTS MENTIONED ABOVE SHOULD BE UPLOADED ALONG WITH THIS PERFORMA.

BOQ FORMAT

TO BE FURNISHED ONLINE ONLY IN BOQ EXCE SHEET
(DO NOT MENTION SERVICE CHARGE ON THIS SHEET)

BID FOR HOUSEKEEPING SERVICES IN THE WELLNESS CENTRES
AND OFFICE UNDER CGHS, PUNE

Bid for providing manpower, both Unskilled House Keeping Labour in each shift for Office/Wellness Centres of CGHS Pune for a period of one year.	<p style="text-align: center;"><u>Service Charges per Unskilled Worker as %age of Minimum Wage Rate notified by the Govt. of India</u></p> <p style="text-align: center;">_____ % <i>(To be filled only online and not on this sheet)</i></p> <p style="text-align: center;">_____ Percent only per worker per month. <i>(To be filled only online and not on this sheet)</i></p>
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Note:-

1. Rates should be quoted as per scope of work defined in Annexure 6, 6.1 & 6.2.
2. The contractor is to quote the Service Charge in percentage of Minimum Wage Rate announced by the Govt. of India from time to time.
3. Rates are to be quoted in figures and words.
4. Rates are to be quoted inclusive of all the charges including Supervision but exclusive of Service Tax.
5. The quoted rate will remain valid for the duration of the contract.
6. Quantities of work quoted in scope of work are for evaluation purposes and requirement may increase or decrease and decision of CGHS shall be final and binding on contractor.

Performa of Bank Guarantee towards Performance security
PERFORMANCE BANK GUARANTEE

Ref No. _____

Bank Guarantee No. _____

Dated _____

To
Additional Director
CGHS
Pune

Dear Sirs,

1. In consideration of ADDITIONAL DIRECTOR, CGHS PUNE, having entered into a CONTRACT No. _____ dated _____ (hereinafter called 'the CONTRACT' which expression shall include all the amendments thereto) with M/s. _____ having its registered/head office at _____ (hereinafter referred to as the 'BIDDER') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and ADDITIONAL DIRECTOR, CGHS PUNE having agreed that the TENDERER shall furnish to ADDITIONAL DIRECTOR, CGHS PUNE a performance guarantee for Indian Rupees _____ for the faithful performance of the entire CONTRACT.

2. We (name of the bank) __registered under the laws of having head/registered office at _____ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any/all moneys to the extent of Indian Rs. (in figures) _____ (in words) _____) without any demur, reservation, contest or protest and/or without any reference to the TENDERER. Any such demand made by ADDITIONAL DIRECTOR, CGHS PUNE on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by ADDITIONAL DIRECTOR, CGHS PUNE in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the TENDERER and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that ADDITIONAL DIRECTOR, CGHS PUNE at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the TENDERER and notwithstanding any security or other guarantee that ADDITIONAL DIRECTOR, CGHS PUNE may have in relation to the TENDERER's liabilities.

4. The Bank further agrees that ADDITIONAL DIRECTOR, PUNE shall have the fullest liberty without or consent and without affecting in any manner out obligations hereunder to vary any of the terms and

conditions of the said CONTRACT or to extend time of performance by the said TENDERER(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in ADDITIONAL DIRECTOR, CGHS PUNE against the said TENDERER(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said TENDERER(s) or for any forbearance, act, or omission on the part of ADDITIONAL DIRECTOR, CGHS PUNE or any indulgence by ADDITIONAL DIRECTOR, CGHS PUNE to the said TENDERER(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of ADDITIONAL DIRECTOR, PUNE under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till ADDITIONAL DIRECTOR, CGHS PUNE discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of ADDITIONAL DIRECTOR, CGHS PUNE or that of the TENDERER.
7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase CONTRACT has been placed.
9. Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. _____ (in figures) _____ (Indian Rupees _____ (in words) _____ only) and our guarantee shall remain in force until _____. *(indicate the date of expiry of bank guarantee)*. Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of ADDITIONAL DIRECTOR, CGHS PUNE under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of ADDITIONAL DIRECTOR PUNE under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this _____ day of _____ 20 _____ at _____.

WITNESS NO.1

(Signature) _____

Full name and official address

WITNESS NO.2

(Signature)

Full name and official

Address (in legible letters)

(Signature)

Full name, designation and

Dated

Work Performance Evaluation and Monitoring

The service performance of the contractor shall be duly evaluated and monitored with the help of continuous feedback mechanism taken from the various CGHS Wellness Centres in-charges. The contractor will be required to take Performance Feedback on its service delivery on monthly basis from the In-charges at each site. This shall be done with the help of feedback criteria as below. This shall be then converted into a Performance Report for payment purposes.

Sl. No.	Performance Evaluation Criteria	Feedback/Remarks
1	Quality of security services during the reporting month satisfactory or not? (If not, to give reasons):	
2	a. No. of Manpower days to be deployed:	
	b. No. of Manpower days actually deployed:	

(Manpower days = No. of employees deployed per day x No. of working days in the month)

Reporting Month/Year : _____

Overall Performance Report : _____

Signature of CMO In-Charge

(Name of the Office/facility)

SCOPE OF WORK FOR COMPOSITE HOUSEKEEPING SERVICES

(To be read in togetherness with Clause 3 – Scope of work)

The scope of work shall remain same for all the locations unless otherwise stated explicitly

Annexure 6.1 Schedule of each job mentioned in scope of work that shall be undertaken inside the building to achieve optimum levels of hygiene and cleanliness should be clearly detailed wellness centre/office wise as per Annexure.

Annexure 6.2 Schedule of each jobs mentioned in scope of work that shall be undertaken outside the building to achieve optimum levels of hygiene and cleanliness should be clearly

SCOPE OF WORK FOR COMPOSITE HOUSEKEEPING SERVICES**Scope of Work for Inside the Building Premises**

1	2	3	4
S. No.	Description of work	Methodology Manual/Equipment	Frequency
1.	Sweeping, Scrubbing, wet cleaning of floor, Corridor Passages and different types of floor area provided in different rooms and stair cases of the building. Floor Scrubbing & Drying of corridors / Open area Inside Building.	Manual Wet & Dry Mopping	Once in a day and as and when required
2	Cleaning of Table, Chair, Telephone, Computer sets and accessories, photocopier Machines / other office equipment.	Manual as dry/wet mopping as applicable	Once in a day and as and when required
3	Cleaning of different types of doors/ window frames/glasses fixed to the doors, windows and fixtures	Manual as dry/wet mopping	Once in a day and as and when required
4	Cleaning of switch boards/panels / distribution boards/fans/ exhaust fans and accessories	Manual as dry/wet mopping as applicable	Once in a day and as and when required
5	Cleaning of lift and accessories.	Manual - Wet & Dry Mopping	Once in a day and as and when required
6	Dustbin Clearance		Once in a day and as and when required
7	Cleaning and sanitation of Toilets and Bath Rooms and urinal pots and passages, etc. attached thereto	Manual Wet & Dry Mopping/ Scrubbing	Thrice a day and as and when required
8	Cleaning of mirrors, and other articles contained in toilets and bath	Manual as wet mopping	Once in a day and as and when required
9	Collection, Segregation and disposal of garbage to municipality.	Manual	Daily

Note:-Regarding disposal of bio-medical waste, the bidder will strictly act under the instructions and supervisions of dispensaries/Unit In-charge as per the rules and regulations in force regarding it.

Scope of Work for Outside Cleaning

Annexure 6.2

S. No.	Description of work	Methodology Manual /Machine/ Equipment	Frequency
1	Sweeping open space like roads, courtyards, garage, parking lots, etc.	Manual and wherever required machinery	Daily
2	Cleaning open spaces like lawns, court yards, etc.	-do-	Daily
3	Paved Corridors Cleaning	-do-	Daily
4	Outside Boundary walls Gate & Grill	-do-	Daily
5	Sweeping & Cleaning of Terrace, Cemented Window tops, etc.	Manual	Weekly and as and when required.
6	Garbage collection & Disposal.	-do-	Daily

Annexure 7

Format of Statement showing details of Payment to personnel engaged in Housekeeping Services

Statement for the month of _____

Name and address of the manpower Agency: _____

Location of Deployment: _____

Sl No.	Name of the manpower outsourced	Father's / Husband's Name	Designation	No. of days worked	Gross Remuneration	ESI				EPF				Take home remuneration	
						Account No.	Employee Share (1.75%)	Employer Share (4.75%)	Total	Account No.	Employee Share (12%)	Employer Share (13.61%)	Total	Amount	Cheque No. & date

1. Deduction of EPF & ESI of employee share shall be calculated on gross remuneration to be paid for each individual housekeeping personnel.
2. Employer EPF Share of 13.61 % includes administrative charges of 1.61%. (12% for EPF +1.61% for Administrative charges)
3. Payment of employer share shall be calculated on the gross remuneration to be paid for each individual supporting staff
4. After due deposit of the employer share (EPF & ESI) the SPA shall submit claim to the Authority for reimbursement.
5. Take home remuneration means remuneration paid after deduction of employee share of ESI & EPF.

Authorised signatory for S.P.A

FORMAT OF STATEMENT SHOWING DETAILS OF ESI DEPOSIT

Statement for the month of _____

Name and address of the manpower Agency: _____

Location of deployment: _____

Sl No.	Name of the manpower outsourced	Fathers / Husbands Name	Designation	Gross remuneration	ESI			
					Account No.	Employee Share (1.75%)	Employer Share (4.75%)	Total amount deposited
					TOTAL			

1. Challan in support of payment of ESI with the competent authorities.

2. A copy of the statement showing name of manpower, account no. and amount as s submitted with ESI authorities.

**Authorised signatory for
S.P.A**

FORMAT OF STATEMENT SHOWING DETAILS OF EPF DEPOSITS

Statement for the month of: _____

Name and address of the manpower Agency: _____

Location of deployment: _____

Sl No.	Name of the manpower outsourced	Father's / Husband's Name	Designation	Gross remuneration	EPF			
					Account No.	Employee Share (12%)	Employer Share (13.61%)	Total amount deposited
					TOTAL			

1. Challan in support of payment of EPF with the competent authorities.
2. A copy of the statement showing name of manpower, account no. and amount as s submitted with EPF authorities.

**Authorised signatory for
S.P.A**

FORMAT OF BILL

Bill No:
Name of the Firm
Address

Date:

To

The Additional Director
Central Government Health Scheme
Swasthya Sadan, Mukund Nagar
Pune – 411 037

Bill for the Month of _____ for housekeeping services

S. No.	Wellness Centre No.	No. of Personnel Engaged	No. of days worked	Gross Remuneration
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
			Total	
			(+) Service Charge	
			(+) C.G.S.T	
			(+) S.G.S.T.	
			Grand Total	

Amount in words

Authorized Signatory
For the S.P.A