

District Health Society, Samastipur

(Department of Health, Samastipur)

Request for Proposal (RFP)

For

Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District.

District Health Society, Samastipur invites sealed Bids from reputed Organisation/Agency for Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District.

The interested Organisation/ Agency may submit their Technical and Financial proposal in prescribed format in separate sealed envelopes. The required manpowers, RFP documents, terms & conditions, format for technical and financial proposal for participating in the tender are available at <http://dhssamastipur.org>, <https://samastipur.nic.in> or office of District Health Society, Samastipur.

The other details are as follows:

S.N	PARTICULARS	DETAILS
1.	Availability of RFP documents	Up to 24/12/2024
2.	Last Date and Time for receipt of Proposal	26/12/2024 till 3.00 PM
3.	Date & time of opening of Technical Proposal	26/12/2024 at 3.30 PM
4.	Earnest Money Deposit (EMD)	1500000/- (Fifteen Lac)
5.	Performance Security	2 % of the Contract Value

The Technical & Financial Proposal should be sealed in two separate envelopes by super scribing "Technical Proposal"/ "Financial Proposal" on the respective envelopes. These two envelopes should be contained in a single sealed envelope super scribed as "**RFP for Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District.**" and should be submitted by Registered Post/Speed Post till 26/12/2024 time 03.00 PM to Civil Surgeon-cum-Member Secretary, District Health Society, Samastipur, Sadar Hospital Campus, Samastipur-848101.

The District Health Society, Samastipur will reserve right to cancel the tender or its process at any stage without assigning any reason.


Civil Surgeon-cum-Member Secretary,
District Health Society, Samastipur,


District Magistrate- cum- Chairman
District Health Society, Samastipur,



1. Schedule for Invitation of RFP

Name of Assignment	Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District.	
Name of the Department & Address	District Health Society, Samastipur (Department of Health, Samastipur)	
Date of issue of RFP	05.12.2024	
Date of Pre-Bid Meeting	07.12.2024	
Last Date & time of receiving of RFPs	26.12.2024 Time : 3:00 PM	
Date & time of opening of Technical Bid	26.12.2024 Time : 3:30 PM	
Tentative Date & time of opening of Financial Bid	To be notified later	
Period of Contract	Three (03) Years	
Mode of submission of RFPs	Offline	
RFP Receiving from http://dhssamastipur.org or office of District Health Society, Samastipur.	Period : 05.12.2024 to 24.12.2024	
Validity of the Bid	The Bid shall be valid for a period of 180 days from the last date of submission of RFP	
Consortium/ Joint Venture	Allowed	
RFP submission address	Civil Surgeon-cum-Member Secretary, District Health Society, Samastipur, Sadar Hospital Campus, Samastipur-848101	
Bid Security (EMD)	Rs. 15,00,000/- (Rupees Fifteen Lakh)	
Performance Security	2 % of the Contract Value.	
Details Terms & Condition and related formats .	Alternate Power Backup	Page No.- 15 to 22
	Cleaning & Sanitation	Page No.- 23 to 37
	Dietary Services	Page No.- 38 to 52
	Laundry Services	Page No.- 53 to 64

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2. INSTRUCTIONS TO BIDDERS

General Provisions

Definitions

"Guidelines" means the policies of District Health Society, Samastipur. (Department of Health, Samastipur) set forth in this RFP.

"Client" means District Health Society, Samastipur (Department of Health, Samastipur) that signs the Contract for the Services with the selected Agency.

"Agency" means a legally established outsourced agency for Housekeeping, Power Backup, Laundry and Dietary related Services.

Providing firm/Agency or an entity that may provide or provides the Services to the Client under the Contract.

"Contract" means a legally binding written agreement signed between the Client and the Agency and includes all the attached documents listed.

"Data Sheet" means detailed instruction to the Agency (ITA) for preparation of the RFP.

"ITA" mean the Instructions to Agency that provides the information needed to prepare their Bids.

"Bid" means the Technical Bid and the Financial Bid of the Agency in response to the RFP.

"RFP" means the Request for Proposal to be prepared by the Client for the selection of Agency.

"Services" means the work to be performed by the Agency pursuant to the Contract.

"TOR" means the Terms of Reference that explain the objectives, scope of work, activities and tasks to be performed, respective responsibilities of the Client and the Agency and expected results and deliverables of the assignment.

"CMMI" means Capability Maturity Model Integration. CMMI guides process improvement across a project, division, or an entire organization.

1. Introduction

The Client named in the **Data Sheet** intends to select an Agency, in accordance with the method of selection specified in the **Data Sheet**.

The Agencies are invited to submit a Technical Bid and a Financial Bid, as specified in the **Data Sheet** for services required for the assignment named in the **Data Sheet**. The Bid will be the basis for negotiating and ultimately signing the Contract with the selected Agency.

The Client will timely provide, at no cost to the Agency, the inputs, relevant Project data and reports required for the preparation of the **Data Sheet**.



2. Conflict of Interest

2.1 The Agency is required to provide professional, objective and impartial advice at all times holding the Client's interests paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work.

2.2 The Agency has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Agency or the termination of its Contract.

3. Unfair Advantage

Selection of the Agency would be strictly in accordance to the TOR.

4. Corrupt and Fraudulent Practices

The Client requires compliance with its policy in regard to corrupt and fraudulent practices as set forth by the District Health Society, Samastipur.

In further pursuance of this policy, Agency shall permit the Client to inspect all accounts, records and other documents relating to the submission of the Bid and contract performance (in case of an award), and to have them audited by auditors appointed by the Client.

Preparation of Bids

5. General Considerations

While preparing the Bid, the Agency is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Bid.

6. Cost of Tender

The Agency shall bear all costs associated with the preparation and submission of its Bid and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any Bid and reserves the right to annul the selection process at any time prior to Contract award without thereby incurring any liability to the Agency.

7. Tender document

Tender documents are made available in the office of District Health Society, Samastipur and can be downloaded by the intending Tenderer from <http://dhssamastipur.org>



8. DEPOSIT OF EARNEST MONEY

RFP must be accompanied with an Earnest Money of Rs. 15,00,000/- (Rupees Fifteen Lakh only) failing which the Bid will be rejected and Technical Bid will not be opened.

The Earnest Money should be deposited by way of a Demand Draft of Rs.15,00,000/- (Rupees Fifteen Lakh only) from any Scheduled Commercial Bank in favour of District Health Society, Samastipur, Payable at Samastipur.

The Tenderer will submit the EMD in a separate envelope super scribed as "Earnest Money Deposit" which will be opened prior to the opening of Technical Bid. Non-submission of EMD by the Tenderer; Technical Bid of the Tenderer will not be opened and returned to the party.

The exemption of EMD shall not be entertained for the assignment.

9. PERFORMANCE SECURITY

After contract is awarded, the Agency will submit a Performance Security 2% of the annual Contract value. Performance Security shall be with client for contract period and the amount of performance security will be released after 6 months from the date of completion of contract period provided there is no any pending assignments/work or damage/lose etc of the client.

Performance Security may be furnished in the form of Bank Guarantee from the Scheduled Commercial Bank in favour of Authority covering the period of contract.

10. Language

The Bid, as well as all correspondence and documents relating to the Bid exchanged between the Agency and the Client shall be written in the English language.

11. Documents Comprising the Bid

The Bid shall comprise the documents and forms listed in the Data Sheet.

12. Only One Bid

The Agency shall submit only one technical Bid. As this RFP comprises of four different services hence Financial of all services should be put together in single financial envelope.

13. Bid Validity

The Data Sheet indicates the period of 180 days during which the Agency's Bid must remain valid after the Bid submission deadline.

During this period, the Agency shall maintain its original Bid without any change, including the proposed rates and the total price.

14. Sub-Contracting

The Agency shall not be entitled to subcontract the Services without prior written consent of the Client.

15. Technical Bid Format and Content

The Technical Bid shall not include any financial information. Technical Bid containing material financial information shall be declared non-responsive.

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16. Financial Bid

The Financial Bid shall be prepared for the Services for 1st Year excluding Goods and Service Tax (GST) using the Standard Form provided in the RFP.

17. Taxes

The Agency is responsible for meeting all tax liabilities arising out of the Contract.

Submission, Opening and Evaluation

18. Submission, Sealing, and Marking of Bids

19.1 The Agency shall submit a signed and complete Bid comprising the documents and forms. The submission will be accepted by Registered/ Speed Post/ Hand to Hand. Late proposals will not be considered for evaluation unless the dateline is extended.

19.2 An authorized representative of the Agency shall sign the Technical Bid and the Financial Bid.

19.3 Any modifications, revisions, interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

19.4 The signed Bid shall be marked "ORIGINAL".

19.5 The original of the Technical Bid shall be placed inside a sealed envelope superscripted "TECHNICAL BID", **RFP for Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District** and address of the Agency. The Technical Bid should have the information as required in "Technical Bid Format" along with the required documents.

19.6 Similarly, the original Financial Bid shall be placed inside a separate sealed envelope clearly marked "FINANCIAL BID" followed by **"RFP for Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District"**, and address of the Agency. The Financial Bid should have the information as required in "Financial Bid Format".

19.7 Separate sealed envelopes containing the EMD, Technical and Financial Bids shall be placed into one outer sealed envelope. This outer envelope shall be superscripted **"RFP for Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District"** and submitted to the Civil Surgeon-cum-Member Secretary, District Health Society, Samastipur, Sadar Hospital Campus, Samastipur-848101 with the name, address and contact of the Agency. However the documents received after due date and time will be summarily rejected.

19.8. If the envelopes and packages with the Bid are not sealed and marked as required, the Client will assume no responsibility for the misplacement, loss or premature opening of the Bid.

Agency

19. Confidentiality

20.1 From the time the Bids are opened to the time the Contract is awarded, the Agency should not contact the Client on any matter related to its Technical and/or Financial Bid. Information relating to the evaluation of Bids and award recommendations shall not be disclosed to the Agencies who submitted the Bids or to any other party not officially concerned with the process, until the publication of the Contract award information.

20.2 Any attempt by shortlisted Agencies or anyone on behalf of the Agency to influence improperly the Client in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.

20.3 Notwithstanding the above provisions, from the time of the Bids' opening to the time of Contract award publication, if the Agency wishes to contact the Client on any matter related to the selection process, it should do so only in writing.

20. Opening of Technical Bids

21.1 The Client's evaluation committee shall conduct the opening of the Technical Bids and evaluate the criteria in the presence of the Agencies' authorized representatives who choose to attend. The Agencies who qualify technically in all Points, the Technical evaluation shall be considered for opening of Financial Bid.

21.2 The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial Bid shall remain sealed and shall be securely stored until they are opened.

Bids Evaluation

21. Evaluation of Technical Bids

The Client shall evaluate the Technical Bids on the basis of their responsiveness to the format for Technical Bid. A Bid shall be rejected at this stage if it does not respond to the aspects of the Technical Bid format.

22. Opening of Financial Bids

The Financial Bids shall be opened by the Client in the presence of the representatives of those Agencies whose Bids have qualified technical round and who choose to attend. The Financial Bids will then be inspected to confirm that they have remained sealed and unopened. These Financial Bids shall be then opened and the total prices are read and recorded.



23. Correction of Errors

24.1 No corrections are to be made to the Financial Bid.

24.2 A contract form is included in the RFP, the Agency is deemed to have included all prices in the Financial Bid, and so neither arithmetical corrections nor price adjustments shall be made. The total price specified in the Financial Bid shall be considered as the offered price.

24. Taxes

The Client's evaluation of the Agency's Financial Bid shall exclude taxes and duties in the state in accordance with the instructions in the Data Sheet. If the same is not mentioned; the said taxes will be taken as excluded.

25. Single Currency

For the evaluation purposes, prices shall be considered in single Indian currency (Rs.).

26. Selection Method

Weightage of technical is 80 & Financial is 20. The firm will be selected whose Evaluation (Technical+Financial) marks found highest.

Negotiations and Award

27. Technical negotiations

The negotiations include discussions of the Terms of Reference (TOR), the proposed methodology, the Client's inputs, the special conditions of the Contract and finalizing the "Description of Services" part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, the quality of the final product, its price or the relevance of the initial evaluation be affected.

28. Award of Contract

After completing the negotiations the Client would sign the Contract; publish the award information as per the instructions in the Data Sheet and promptly notify the other shortlisted Agencies.

The Agency is expected to commence the assignment on the date and at the location as specified by the client.



3. Data Sheet

General

1	Place: District Health Society, Samastipur
2	Name of the Client: <u>District Health Society, Samastipur (Department of Health), Samastipur</u>
3	Financial Bid to be submitted together with Technical Bid: Yes The name of the assignment is "Engagement of agency to Provide Alternate Power Backup, Cleaning Services, Dietary Services and Laundry Services in different Health Institutions of Samastipur District.
4	The Client will provide the inputs, project data, reports etc. to facilitate the preparation of the Bids: All relevant information and guidelines related to District Health Society, Samastipur.
Preparation of Bids	
1	Bids shall be submitted in English language.
2	The Bid shall comprise the following in one big Envelope: 1 st Inner Envelope with the Technical Bid (Technical Bid Format along with the required documents). 2 nd <u>Inner Envelope with the Financial Bid:</u>
3	Bids must remain valid for 180 days after the Bid Submission deadline.

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Submission, Opening and Evaluation	
1	The Agencies shall not have the option of submitting their Bids electronically.
2	The Agency must submit: (a) Technical Bid: one (1) original (b) Financial Bid: one (1) original
3	The Bids must be submitted not later than: Date: 26.12.2024 Time: 03:00 PM The Bid submission address : Civil Surgeon-cum-Member Secretary, District Health Society, Samastipur, Sadar Hospital Campus, Samastipur-848101.
4	The opening of Technical Bid shall take place at: Date: 26.12.2024 Time: 03:30 PM Date & Time of opening of Financial Bid will be intimated later.
5	For the purpose of the evaluation (a) the Client will exclude: GST or any other taxes levied on the contract's invoices; and (b) If a Contract is awarded in Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Agency and which taxes are withheld and paid by the Client on behalf of the Agency.
Negotiations and Award	
1	Address for Communication: Civil Surgeon-cum-Member Secretary, District Health Society, Samastipur, Sadar Hospital Campus, Samastipur-848101.

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4. Technical Eligibility Criteria

The Agency fulfilling the following requirements is only eligible to apply. In case of absence of the following verifiable documents, the agency shall not be considered for evaluation.

1	The bidder should Proprietorship Firms, Partnership Firms, Limited Liability Partnership Firms, Joint Venture/Consortium, Companies registered under Companies ACT 1956/2013, Trusts, Societies registered under respective Act and Jurisdiction in India who fulfil the eligibility and qualification criteria specified here under. The bidder may be Joint Venture/Consortium with other firms to enhance their qualification. Date of formation of Joint Venture/Consortium should be before the publication of this tender. In case of Joint Venture/Consortium, at least Lead partner should fulfill all criteria/conditions of tender. Proof of date of registration to be enclosed for the purpose of evaluation.
2	The bidder should have the average annual turnover of at least 10 (Ten) crore during the last three Financial Years 2021-22, 2022-23 and 2023-24. Copy of Audited Statement of Accounts with UDIN and CA Certificate is compulsory.
3	Self-attested copy of the Income Tax Returns (ITR) for three assessment years — AY 2022-23, AY 2023-24 and AY 2024-25
4	The bidder should have Working experience as providing outsourcing services to Health Institutions of Central/State Government organizations/ Govt PSU during the last three financial Years 2021-22, 2022-23 and 2023-24 (Copy of Work Experience Certificate is compulsory).
5	The firm/Agency or any partners of the firm should not be blacklisted by any government or any other government organization/agencies in respect of any assignment or behavior and there is no any case registered against the firm or its owner/partners. Notarized Affidavit by Executive Magistrate or equivalent to this effect must be submitted.
6	The Bidder must have Valid ISO Certificate.
7	Bid Security (EMD) Rs. 1500000/- (Rupees Fifteen Lakh only).
8	Firm should have Registered office or Branch office in the State of Bihar (in case registered/branch office not in Bihar State at the time of submission Of bid; the selected agency must open the Office in Patna within 30 days from the date of awarding the contract).
9	Self Attested Copy of GST Registration with 3B Certificate (July 24 to Sep 24), PAN, EPF and ESIC Registration.
10	Bidders Must have minimum 500 employees on his role ESIC/Provident fund ECR have to Submit as proof)
11	Bidder should be profit making entity in preceeding last three Financial year & there should not be negative net profit as on 31st march 2024
12	The bidder should have positive networth for the financial year preceeding the bid due date. For the Purpose of evaluation. Net work certificate from CA with UDIN No. has to be submitted.
13	The bidder must be in possession of valid labour licence from the designated authority . Copy of labour licence of minimum 200 workers are required . Licence should remain in force on the date of publication of bids (enclose copy).
14	Enclose Bank Solvency Certificate not issued more then six month before the date of publication for the Purpose of Evaluation.

Note:- Details evaluation criteria is given on Page No. 14

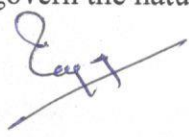
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General Terms & Conditions :

1. Sealed tender under two bid system (Technical & Financial Bid) are invited in separate covers for services of Power Back Up , Cleaning & Sanitation , Laundry and Dietary Services on outsourcing basis to all health entity under DHS Samastipur for an initial contract of three year . A bigger envelop containing both the envelopes should be super scribed with “ Tender for providing service of Power Back Up, Cleaning & Sanitation , Laundry and Dietary Services “ along with tender notice no & name and address of Agency with phone no and email id . It should be address to Civil Surgeon Cum Member Secretary , District Health Society , Samastipur (Bihar).
2. On the tender opening date , technical bid will be opened first , Financial bids of only technically successful bidders will be opened in presence of qualified bidders or their authorized representative .
3. The technical bid shall also include the presentation to be made by each firm .
4. The breakdown of weightage for the purpose of evaluation will be technical-80 & Financial-20 (Turn Over – 10 , Registration of the firm -10, ITR-10, Net worth-20, Bank solvency -10, Presentation-15, ISO- 5 & Financial-20 Marks (L1- 20, L2 -19, L3 -18, L4- 17 , L5 & Above - 16). Bidder who scores highest in evaluation (Technical + Financial) will be awarded the contract. (Details evaluation criteria is given on Page No.14).
5. After evaluation of bids , the successful bidders will be informed separately .
6. In case of any Govt. Holidays or strike on the opening date , the tender will be opened on next working day at the same time and for this no information will be published separately.
7. The agency must put their initial on each page submitted .All pages must be numbered and indexed .The terms and condition dully signed should be attached with tender paper . This will give impression that bidders has accepted all the terms & conditions of bid .
8. The EMD of Rs. 1500000/- (Fifteen lacs only) in the shape of demand draft from any Scheduled Commercial Bank in favour of District Health Society, Samastipur payable at Samastipur should accompany with tender paper. Tender without EMD will be straightway rejected .
9. The EMD without any intrest will be returned to unsuccessful bidders after finalisation of tender however EMD of successful bidders shall be retained till security deposit / performance guarantee is submitted . After submission of desired performance guarantee , EMD of successful bidders will also be returned to them.
10. The EMD shall be forfeited in case of backing out of the offer before acceptance .
11. Incomplete tenders and/or tenders received after due date and time will not be considered.
12. The agency may be disqualified if they have :
 - a) Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms , statements and enclosures of this bid documents.
 - b) A record of poor performance such as abandoning work not properly completing the contract or financial failure/weaknesses .
 - c) The confidential enquiry reveals facts contrary to the information provided by the applicant.
13. Individual signing the bid documents must attach original power of attorney / authorisation for signing the bid documents .
14. At any time prior to the last date of submission of bids , District Health Society, Samastipur may for any reason , whether at its own initiative or in response to a clarification requested by a prospective bidder , modify the bid documents by amendment .

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15. After receipt of bid documents from the bidders , it will be presumed that the bidders have submitted their bid documents after accepting the terms and condition of the tender.
16. The bidders should submit an affidavit by a Notary public solemnly affirm that they are not having any case pending against them anywhere and they have not been found guilty in any criminal case during the last five year . They shall also submit an affidavit that they were not blacklisted earlier by any organization during the last five year.
17. The bidder must be in possession of valid labour licence from the designated authority . Copy of labour licence of minimum 600 workers are required . Licence should remain in force on the date of publication of bid (enclose copy).
18. The agency should have ISO certification (copy of valid ISO Certificate to be enclosed for the purpose of evaluation).
19. The agency must have to submit Annual Average Turnover of Ten Crores (CA Certified) with Annual Audit Report of Three (3) FY – (2021-2022, 2022-2023 & 2023-2024).
20. The period of this contract shall be initially for three years from the date of award of contract. The contract may be extendable for One year or more only at the discretion of the District Health Society, Samastipur subject to satisfactory completion of work during contract period/ extended contract period.
21. Net worth Certificate form CA with UDIN No. has to be submitted.
22. Consumable cost will be paid @ 5% of approved rate.
23. Service charge will be paid @ 3.85% to 7%. Bidder who quote less then 3.85% & more then 7% will be straight way rejected.
24. Presentation has to be done on following parameter :-
 - Introduction & Company Profile.
 - Recruitment & Selection Process.
 - HR Compliance.
 - Methodology for Cleaning & Sanitation, Power Backup, Meals to Patient & Laundry Services to health care entity.
 - Supervisory Mechanism.
25. Bidder who will not qualify as per “technical eligibility criteria & general terms & conditions” will not be considered for technical evaluation.
26. cleaning/ sanitation services of DH/SDH has to be done by Jeevika. Until Jeevika starts cleaning work of said unit, same work of cleaning/ sanitation will be done by selected Agency @ approved rate.
27. Any order from department of health, Govt. of Bihar will supersede the tender.
28. Financial Calculation will be done by bidder with latest minimum wages, EPF, ESIC, Bonus @ 365 days (yearly basis) divided by twelve month.
29. Financial Bid quote is exclusive of consumable cost.
30. The bidder or agency shall be responsible to comply with all applicable labour legislation vide Memo No.-5/M.W-40-15/2021/L.No.-01 & 02 Date-30.09.2024 regarding minimum wages from Department of Labour, Govt. of Bihar, Patna. EPF, ESIC, Bonus or any other Act or Legislation, which may govern the nature of the contract.



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Evaluation Criteria with Score.

S.No.	Criteria (Technical)	Description	Marks
1	Average Annual Turnover during: FY: 2021-2022 FY: 2022-2023 FY: 2023-2024 (Total Marks -10)	a. 25 Crore & above	10
		b. 20 Crore & above but less than 25 Crore	7.5
		c. 15 Crore & above but less than 20 Crore	5
		d. 10 Crore & above but less than 15 Crore	2.5
2	Registration of the firm (Total Marks -10)	a. 15 years & above	10
		b. 10 years & above but less than 15 years	7.5
		c. 5 years & above but less than 10 years	5
		d. 3 years & above but less than 5 years	2.5
3	Average Income Tax Paid during Last three AY: 2022-2023, 2023-2024 & 2024-2025 (Total Marks - 10)	a. More than 1.25 Crore	10
		b. More than 1.0 Crore but less than 1.25 Crore	7.5
		c. More than 0.5 Crore but less than 1.0 Crore	5
4	Average Annual Net-worth during FY: 2021- 2022, FY: 2022-2023 FY: 2023-2024 (Total Marks - 20)	a. 10 Crore & above	20
		b. 5 Crore & above but less than 10 Crore	15
		c. 2 Crore & above but less than 5 Crore	10
		d. 1 Crore & above but less than 2 Crore	5
5	Bank Solvency (Total Marks - 10)	a. 5 Crore & above	10
		b. 4 Crore & above but less than 5 Crore	8
		c. 3 Crore & above but less than 4 Crore	6
		d. 2 Crore & above but less than 3 Crore	4
		e. 1 Crore & above but less than 2 Crore	2
6	Presentation. (Total Marks - 15)	Presentation & Hard Copy of Presentation.	15
7	ISO Certification (Total Marks - 5) (1.25 For Each Certification)	9001:2015 (Quality Management System)	5
		45001:2018 (Occupational health and safety management system)	
		14001:2015 (Environmental Management System)	
		30405:2016 (Human resource Management)	

Financial Score

S.No.	Criteria (Financial)	Description	Marks
1	Financial Score (Total Marks - 20)	L-1	20
		L-2	19
		L-3	18
		L-4	17
		L-5 & above	16

Terms & Conditions (Alternate Power Backup)

1. Obligations of Agency

1.1 Set up and Operation:

- 1.1.1 The Agency shall be responsible for power Backup given to total area of health facilities (within premises) through Silent/Noiseless Generator (D.G Set).
- 1.1.2 The Agency shall be responsible for Power Backup of all wards and all other rooms including ICU, SNCU, Pathology, X-ray, C.T. Scan, Post-mortem, Store rooms and any other required plan on need basis as per **Schedule 1-A**.
- 1.1.3 The operator provided by the supplier, should possess the requisite & valid identity card proof of agency for running D.G Set.
- 1.1.4 All cost for maintenance and servicing of the Generator including the cost of spare parts and periodical replacement of Mobil oil are to be borne by the D.G Set contractor
- 1.1.5 The D. G Set should always be maintained properly to keep those in satisfactory running condition for supplying emergency power for a load at least 90% of rated output of respective generators
- 1.1.6 The permission of statutory authorities towards installation of D.G Set will be obtained by the supplier of D.G Set at their own cost.
- 1.1.7 The arrangements for providing exhaust pipeline of the D.G Set, as per requirement & specification of Statutory Authorities will be made by the contractor at their own cost.
- 1.1.8 Mending of any damage caused to the health care facility during loading, unloading of the D.G Set in health facility premises at the time of installation or taking out D.G Set from health facility premises will be done by the contractor to original finish at their own cost.
- 1.1.9 The successful bidder should install and commissioning the D.G Set in health facilities premises within 30 days from the date of awarding the contract.
- 1.1.10 Electricity duty, if any, payable to the State Govt., depending on running hours of the D.G Set shall be borne by the contractor. Installation of emergency meter with its calibration and registration with the Statutory Authority shall be done by the contractor at their own cost.
- 1.1.11 The contractor shall remain in force initially for a period of three year from the date of installation and satisfactory commissioning of the D.G Set at the site. However, the contract is subject to termination at any time if the services are not found satisfactory or for any other reason whatsoever by serving one calendar month notice on either side
- 1.1.12 District Health Society, Samastipur can terminate the contract by serving one calendar month notice if the services of Alternate Power Supply is not required.
- 1.1.13 The contract may be renewed for further period of one year or more at mutually agreed on same rates/charges and keeping other terms & conditions unchanged, depending on satisfactory services rendered by the generator supplier and requirement of the health facility with the permission of competent authority.
- 1.1.14 In case of any major break down of D.G Sets requiring repairing time for more than one day, an alternative interim arrangement will be made by the contractor immediately by providing a substitute generator of adequate capacity at no extra cost.

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- 1.1.15 For non-functioning of the D.G set or in the event of failure on the part of generator supplier/contractor to provide an alternative interim generator of adequate capacity, with in one day during power failure/load shedding, if failure to do this penalty deduction shall be made @ Rs. 4000.00 per day and this amount should be deducted from bill of same month. If the problem is not solved within 10 days by the vendor, District Health Society Samastipur may be free to hire another D.G Set from the market at the risk and cost of contractor limited to double the amount quoted by the contractor.

1.2 Others:

- 1.2.1 Please note that new D. G Set shall comprise diesel engine of Kirloskar/ Cummins/ Mahindra & Mahindra/ Ashok Leyland/ Tata Power Lex/ Eicher coupled with Alternator of Stamford/Crompton/Kirloskar O.E.Ms only will be accepted.
- 1.2.2 If at any stage it is found that new D.G set provided is not our approved make, District Health Society, Samastipur reserves the right to ask the contractor to remove the D.G Set & provide new D.G Set as per approved makes.
- 1.2.3 The successful tenderer has to submit copies of invoices after procurement of D.G set. The name, address & phone no. of service centre shall also be mentioned.
- 1.2.4 Agency must arrange suitable foundation, earthing with copper earth plate and suitable size cable up to changeover switch provided in panel etc. as per relevant IS-Code which has to be certified/confirmed by the Engineer. Nothing extra shall be paid in this regard.
- 1.2.5 Unauthorised supply of power to other agency/firms from the D.G Set installed at health care facility premises if any are found, penal action will be taken against the vendor as deemed fit.
- 1.2.6 The agency should display a board in the facility premises by mentioning the name & Contact details of the generator operator of the facility & the supervisor

1.3 HR Related:

- 1.3.1 The Agency shall deploy and ensure requisite and adequately skilled personnel (18+ age) at the hospitals for 24*7 Generator (Power Backup).
- 1.3.2 The deployment of operator for running the generator should comply with the Labour Legislation Act. Including minimum wage of State Govt.
- 1.3.3 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.
- 1.3.4 The manpower provided by the agency, shall be in proper dress code (shirt/ 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.
- 1.3.5 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.
- 1.3.6 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.

- 1.3.7 The D.G Set operator 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.
- 1.3.8 Minimum 3 Operator should be placed in each health Facility where the generator is installed.
- 1.3.9 Three Shifts are 6:00 AM to 2:00 PM, 2:00 PM to 10:00 PM & 10:00 PM to 6:00 PM.
- 1.3.10 Requirement of One Technical Supervisor on every 10 Health Institutions.

2. Review and Monitoring Structure

2.1. Reporting:

- a) The Agency shall maintain proper Log Books issued and certified by civil surgeon-cum-member secretary of respective DHS
- b) These Log Books shall be verified and signed by the Concern MOIC/DS/Available Doctor daily and HMBHM.

2.2. Monitoring:

- a) Daily Inspection: The Hospital Manager/Health Manager/Person In-charge shall inspect services being provided by the Agency daily 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.
- c) Agency will install a digital monitoring mechanism for over all functioning of the D.G Sets installed in different health facilities in the district.
- d) 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.
- e) 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.
- f) 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.

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List of Facilities for Alternate Power Backup Services

Sl. No.	Name of Facility	Type of Facility	Bed Strength	Capacity of Generator	Remarks
1	DHS Samastipur	Office	-	62.5 KVA	
2	Sadar Hospital Samastipur	DH	150	500 KVA	
3	Rosera	SDH	30	200 KVA	
4	Dalsinghsarai	SDH	30	200 KVA	
5	Pusa	SDH	30	200 KVA	
6	Patori	SDH	30	200 KVA	
7	Tajpur	RH	30	200 KVA	
8	Bibhutipur	CHC	30	100 KVA	
9	Bithan	CHC	30	100 KVA	
10	Hasanpur	CHC	30	100 KVA	
11	Kalyanpur	CHC	30	100 KVA	
12	Khanpur	CHC	30	100 KVA	
13	Mohanpur	CHC	30	100 KVA	
14	Mohiuddin Nagar	CHC	30	100 KVA	
15	Morwa	CHC	30	100 KVA	
16	Sarairanjan	CHC	30	100 KVA	
17	Singhia	CHC	30	100 KVA	
18	Ujiyarpur	CHC	30	100 KVA	
19	Vidyapatinar	CHC	30	100 KVA	
20	Patori	PHC	0		Functioning in SDH Patori
21	Dalsinghsarai	PHC	0	30 KVA	Functioning to Provide Outreach Services
22	Pusa	PHC	0	30 KVA	
23	Rosera	PHC	0	30 KVA	
24	Samastipur	PHC	0	30 KVA	
25	Shivajinagar	PHC	6	62.5 KVA	
26	Tajpur (Kothia)	PHC	6	62.5 KVA	
27	Warisnagar	PHC	6	62.5 KVA	
28	Mordiwa (Samastipur)	APHC	6	62.5 KVA	
29	Rupauli (Sarairanjan)	APHC	6	62.5 KVA	
30	Salempur (Ujiyarpur)	APHC	6	62.5 KVA	
31	Kishanpur Baikunth (Warisnagar)	APHC	2	10 KVA	
32	Narhan (Bibhutipu)	APHC	2	10 KVA	
33	Baidhnathpur (Rosera)	APHC	2	10 KVA	
34	Karpurigram (Samastipur)	APHC	2	10 KVA	

Note :- List of Unit & Capacity may be change as per need.

Financial Bid.

The rate for Providing Generator Services given below.

Sl. No.	Head	Capacity of Generator												
		10 KVA	20 KVA	30 KVA	62.5 KVA	100 KVA	150 KVA	200 KVA	320 KVA	500 KVA	600 KVA			
1	Fixed Monthly Man Power Cost													
2	Fixed Monthly Charge/rental For Generator													
3	Rates Per Hour Operating Cost													
4	Service Charge (Min. 3.85 To 7% Max.)													
	Total													

Note:-

1. The prices quoted by the bidder may be revised as per rate revision of minimum wages and oil/consumables.
2. Rates quoted should be inclusive of operational cost, 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.
3. Per Unit Man Power Details :- 1 Skilled Staff x 3 Shift= 3 Skilled Staff & 1 Highly Skilled Supervisor.

Date:
Place:



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

SCHEDULE 1-A

Provisional Generator (Power Backup)

S. No	Area/Item	Job	Frequency
1	OT and Labour Room	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/poor supply from supply company.
2	NBCC/NBSU/SNCU, Male/Female Wards, and all other rooms including post mortem room, NRC, Blood Bank, CS Office & District Drug Store	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/ poor supply from supply company.
3	Store room, Kitchen area, Laundry Area, Training area, waiting area etc.	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/ poor supply from supply company.
4	All corridors, stair cases, cabins, lobbies, Public Areas, office rooms etc.	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/ poor supply from supply company.
5	Drinking water Area	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/ poor supply from supply company.
6	Toilet	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/ poor supply from supply company.
7	Roads, open areas and Surroundings	Daily Generator (Power Backup)	On 24x7 against power cut/ single phasing/ poor supply from supply company.

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

Performance Matrix

S. No	Performance Indicators	Expected Level	Measurement protocol	Penalty in case of non-compliance
1	Down time during any given instance or in a month	Should not be more than 2 hours in any instance and overall not more than 6 hours in a month	To be verified from daily Log Book	5% of the total monthly invoice for the respective facility
2	Time taken to start generator after power cut/low voltage	Not more than 5 minutes per instance	To be verified from daily Log Book	1% of the total monthly invoice for the respective facility
3	Staff availability	100%	To be verified from daily Log Book/ attendance register	Rs. 200 per staff per day of absence
4	After the power is resumed, Generator should be shut down immediately – checking of auto cut off function	100% compliance	Random check at least once in a week by the Hospital Manager	1% of the total monthly invoice for the respective facility
5	Separate functional electric meter for generator	Working at all times	Random inspections by Authority	1% of the total monthly invoice (for the respective facility) for each non-working day
6	Complaints by patients/ staff	Zero complaints	To be verified by the HM through the log book (generator should have been functional at the time mentioned in the complaint)	1% of the total monthly invoice for the respective facility
7	No tampering of electric meter	100%	To be verified by the on-duty doctor/HM	5% of the total monthly invoice for the respective facility

SCHEDULE 1-C

Format for Log-Book - Generator

(to be maintained by the Agency representative, and signed by Hospital Manager on daily basis)

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

Date	Generator Turned ON	Generator Turned OFF	Reason for Generator turn-on Fluctuation etc.	Signature Agency's Representative	Signature DS/MOIC/HM /BHM Available Doctor	REMARKS <i>(such as any delay in switching on generator, in case of power-cut)</i>
	Time (Turned ON)	Time (Turned OFF)				

Name of the Agency's Representative
Signature



Name of the Authority's Representative
Signature

Terms & Conditions (Cleaning Services)

3. Obligations of Agency

1.1. Internal Cleaning

- 2. 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 2-A**.
- 3. 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 2-A**.
- 4. 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.
- 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.

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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 2-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 2-C**. The HR allocation provided in **Schedule 2-C** is indicative in nature, and as per requirement, the 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 skilled supervisor for overseeing work in all the government healthcare facilities in the district and coordinating with the authority.

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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 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 vide Memo No.-5/M.W-40-15/2021/L.No.-01 & 02 Date-30.09.2024 regarding minimum wages from Department of Labour, Govt. of Bihar, Patna. EPF, ESIC, Bonus 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.
 10. Details of Cleaning Staff Category is given below :-
 - Housekeeping/ Sweeper - Unskilled
 - Supervisors- Semi Skilled
 - District Co-ordinator- Skilled

4. **Obligations of Authority**

- 4.1. The Authority shall be make regular payment to the Agency as per the terms of the contract.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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.

5. **Review and Monitoring Structure**

5.1. ***Reporting:***

- c) 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)).
- d) These Log Books shall be verified and signed by the HM and MOIC/DS/Available Doctor on a daily basis.

5.2. ***Monitoring:***

- g) 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.
- h) 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.
- i) 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.
- j) 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.
- k) 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)/ Block Health Manager (BHM)/ Medical Officer In-charge (MOIC), Agency, Supervisor.

6. **Covenants**

- 6.1. Agency shall ensure compliance with all applicable laws, rules and regulations, guidelines or policies for the performance of obligations under the Agreement.
- 6.2. 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.
- 6.3. 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.

A handwritten signature in blue ink, appearing to be 'Seyoum', written over a horizontal line.

List of Unit with Area Calculations.

The District Health Society, Samastipur is providing the approximate cleaning area (both internal and external) specifications, 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.

S.No.	Name of Facility	Type of facility	Bed Strength	Cleaning Area Measurement (sq. meter)	
				Internal cleaning area of the facility (in sq. meter) up to wall's tiles level	External cleaning area of the facility (in sq. meter)
1	CS Office Samastipur	Office	-	900	250
2	DHS, Samastipur	Office	-	800	800
3	Tajpur	RH	30	4828	7780
4	Bibhutipur	CHC	30	1857	2411
5	Bithan	CHC	30	2817	2687
6	Hasanpur	CHC	30	2905	5173
7	Kalyanpur	CHC	30	7759	1304
8	Khanpur	CHC	30	2315	2284
9	Mohanpur	CHC	30	2845	2580
10	Mohiuddin Nagar	CHC	30	9867	2354
11	Morwa	CHC	30	3336	1960
12	Sarairanjan	CHC	30	9944	3335
13	Singhia	CHC	30	2475	2894
14	Ujiyarpur	CHC	30	3244	2311
15	Vidyapatnagar	CHC	30	2438	1270
16	Patori	PHC	0	0	0
17	Dalsinghsarai	PHC	0	358	531
18	Pusa	PHC	0	649	282
19	Rosera	PHC	0	273	169
20	Samastipur	PHC	0	262	178
21	Shivajinagar	PHC	6	832	387
22	Tajpur (Kothia)	PHC	6	1390	964
23	Warisnagar	PHC	6	937	1214
24	Mordiwa (Samastipur)	APHC	6	1821	879
25	Rupauli (Sarairanjan)	APHC	6	960	342
26	Salempur (Ujiyarpur)	APHC	6	950	309
27	Kishanpur Baikunth (Warisnagar)	APHC	2	107	2249
28	Narhan (Bibhutipu)	APHC	2	390	1887
29	Baidhnathpur (Rosera)	APHC	2	392	292
30	Karpurigram (Samastipur)	APHC	2	577	419
Total				68228	49495


Note :- Cleaning Services of DH & SDH has to be done by Jeevika. Until Jeevika starts work cleaning of said unit will be done by selected agency @ approved rate. List of Unit may be change as per need.

Financial Bid.

I, _____ <Mention the name of the bidder>, having referred to the above table, wherein the District Health Society, Samastipur 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	Internal cleaning (Rate per sq. Mtr./Day)	External cleaning (Rate per sq. Mtr./Day)	Total cleaning rate (0.70 X Rs. (Internal Cleaning rate + 0.30 X External Cleaning rate))
CS/DHS Office/RH/CHC/ PHC/APHC			

1. The L1 will be decided on the computed rates "Total cleaning rate", however, the L1 service provider will be evaluated 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. 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.
4. Bidder will submit details of financial calculation (Cost Breakup).



Date:
Place:

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

Provisional Cleaning.

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	Collection of waste	Collection by trolley	Four times Daily
8	Roads, open areas and Surroundings	Fine sweeping	Twice daily
9	Office glass and Windows	Cleaning of stains	Daily
10	Clearing of dust bin	Emptying of dust bins	Twice daily
11	Waste materials	Hand pick	4 times/day
12	Cob webs	Removal of dust and cob webs	Weekly
13	Other glass & window	Cleaning of stains and dirt	weekly
14	Fans and Tube light	Removal of dust and cob web	weekly
15	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.

2/11

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.

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Minimum Manpower Requirement.

S.No	Facility	Area	Staff in Morning Shift	Staff in afternoon Shift	Staff in night Shift
1	RH	OT Complex	1	1	1
		Delivery Ward and Labour Room	2 (women)	2 (women)	2 (women)
		Other Wards and Internal Premises	2	2	2
		Outer premises and OPD	3	3	0
		Administrative Block	1	1	1
Shift Wise Staff			9	9	6
Shift Wise Supervisor			1	1	1

Total No. of Unskilled Staff- 9+9+6 = 24, Semi-Skilled Supervisor-1+1+1= 3

S.No	Facility	Area	Staff in Morning Shift	Staff in afternoon Shift	Staff in night Shift
2	CHC	OT Complex	1	1	1
		Delivery Ward and Labour Room	2 (women)	2 (women)	2 (women)
		Other Wards and Internal Premises	2	2	2
		Outer premises	2	2	1
Shift Wise Staff			7	7	6
Shift Wise Supervisor			1	1	1

Total No. of Unskilled Staff- 7+7+6 = 20, Semi-Skilled Supervisor-1+1+1= 3

S.No	Facility	Area	Staff in Morning Shift	Staff in afternoon Shift	Staff in night Shift
3	PHC With IPD	Delivery Ward and Labour Room	2 (women)	2 (women)	2 (women)
		Other Wards and Internal Premises	2	2	2
		Outer premises	2	2	1
Shift Wise Staff			6	6	5
Shift Wise Supervisor			1	1	1

Total No. of Unskilled- 6+6+5 = 17, Semi-Skilled Supervisor-1+1+1= 3

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S.No	Facility	Area	Staff in Morning Shift	Staff in afternoon Shift	Staff in night Shift
4	PHC Without IPD	Internal Premises	2	2	0
		Outer premises	1	1	0
Shift Wise Staff			3	3	0
Shift Wise Supervisor			1	0	0

Total No. of Unskilled- 3+3+0 = 6, Semi-Skilled Supervisor-1+0+0= 1

S.No	Facility	Area	Staff in Morning Shift	Staff in afternoon Shift	Staff in night Shift
5	APHC With IPD	Delivery Ward and Labour Room	1 (women)	1 (women)	1 (women)
		Other Wards and Internal Premises	1	1	1
		Outer premises	1	1	1
Shift Wise Staff			3	3	3
Shift Wise Supervisor			1	1	0

Total No. of Unskilled- 3+3+3 = 9, Semi-Skilled Supervisor-1+1+0= 2

S.No	Facility	Area	Staff in Morning Shift	Staff in afternoon Shift	Staff in night Shift
6	APHC Without IPD	Internal Premises	1	1	0
		Outer premises	1	1	0
Shift Wise Staff			2	2	0
Shift Wise Supervisor			1	0	0

Total No. of Unskilled- 2+2+0= 4, Semi-Skilled Supervisor-1+0+0= 1

Summary of Staff :-

Sl. No.	Type of Unit	Total No. of Unit	Total Unskilled Staff for Three Shift	Total Skilled Supervisor for Three Shift	Remarks
1	CS/DHS Office	2	2	0	
2	RH	1	24	3	
3	CHC	12	240	36	
4	PHC With IPD	3	51	9	
5	PHC Without IPD	5	30	5	
6	APHC With IPD	4	36	8	
7	APHC Without IPD	3	12	3	
Total			395	64	

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Performance Matrix.

S. No	Performance Indicators	Expected Level	Measurement protocol	Penalty in case of non-compliance
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.
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
3	Materials (Schedule 2-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
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
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

Signature

SCHEDULE 2- 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

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 2-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
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).



Daily log to be maintained by agency at the facility Log-Book Format.

To be maintained by agency 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:

Terms & Conditions (Dietary Services)

1. Obligations of Agency

1.1 Set up and operations

- 1.1.1 The Agency shall set up, operate and maintain a hygienic kitchen in the area provided by the Authority in every hospital premises listed in this document.
- 1.1.2 The Agency shall provide 3 meals (breakfast, lunch and dinner) to all the indoor patients according to the diet-chart attached in **Schedule 3-A**, or any special meals as instructed by the on-duty medical Officer, as per Schedule-A.
- 1.1.3 The Agency shall ensure installation of refrigerators in the kitchen, for storage of food items [minimum two refrigerators (1000 litre) for District Hospitals, and one for other healthcare facilities (1,000 litres)]; however, based on the requirement, the agency shall install more refrigerators at the facility.
- 1.1.4 The Agency will ensure compliance with mandatory regulations related to local administration such as Municipal Corporation, State Government, Pollution Control Board, Fire Safety Department, FSSAI, Water supply and Drainage department etc.
- 1.1.5 The Agency shall be responsible for cleaning and hygienic upkeep of kitchen and / all utensils/ equipment and material used for the purpose of providing dietary services at the facility.
- 1.1.6 The Agency shall ensure removal of waste bags at least twice a day, or when bag is 3/4th full, whichever is earlier.
- 1.1.7 The Agency shall be responsible for prevention and control of pests, rodents, lizard and cobwebs in the kitchen area.
- 1.1.8 The Agency is to ensure the safe custody of all consumables.
- 1.1.9 The Agency will display the menu of meals for patients in ward area. The cost of such display is to be borne by the agency.
- 1.1.10 Apart from provision of space for kitchen, all responsibilities in service delivery will stay with the Agency.
- 1.1.11 Agency would be responsible for ensuring adequate supply of all consumables.
- 1.1.12 Agency will ensure consumables/ ration/ vegetables are always fresh/ well within the expiry date:
 - o Use only grade A eggs and pasteurized milk products.
 - o Do not buy/use cans that are dents and packages for leaks and tears.
 - o Check produce for signs of spoilage, insect & dirt.
 - o Buy raw produce as per requirement and storage capacity to avoid food spoilage and waste

1.1.13 Storage Area:

- o This area should be maintained as clean zone with entry only for authorized person

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- Cold Storage area for perishable items like milk, dairy products, eggs, fruits and vegetables. The perishable items should be stored separately for vegetarian items and eggs.
- In refrigerator keep raw & ready to eat food separate. Raw food should be kept on the lowest shelf in the fridge.
- Food stocks should be stored and used as per the concept of First-In, First-Out (FIFO) and food beyond its use-by/expiry date should be strictly discarded.
- All the food containers shall be stored above floor level.

1.1.14 Key Points to Consider:

- Raw food/ poultry and ready-to-eat foods should be kept separate at all times.
- Hands should be thoroughly washed before preparing food.
- Work surfaces, chopping boards and equipment should be thoroughly cleaned (intend clean and sanitize) before the preparing of food starts and after it has been used.
- Staff should be made aware how to avoid cross- contamination.

1.1.15 Garbage Disposal:

Used leftover food brought from wards, peelings of vegetables in preparation area any other waste material to be collected in bags and then put in garbage disposal area for further disposal same day by housekeeping staff. The garbage should be removed twice a day, or when garbage bag is 3/4th filled, whichever happens earlier.

1.1.16 Anti-Fly Measures:

Apart from air curtain, 1-2 luminous anti-fly portable devices should be installed in the food preparation area, storage area and at places needed depending upon fly nuisance in Dietary Department. Window which can be opened should have enforcement with wire mesh doors to avoid fly nuisance.

1.1.17 Quality Check of Food:

- Before serving the food to patients, a portion of food shall be served to MOIC and Hospital Manager for food tasting and quality check.
- The Records of such inspection and non-conformities of the quality check done shall be maintained in the food quality register.
- For any discrepancies/ conformities observed the cooks shall follow the doctor's order.
- Quality check of masalas, oils etc. being used for the cooking

1.1.18 Distribution of Diet

- After preparation of the food, it shall be transferred into the designated vessels of the food trolley with all necessary precautions to maintain hygiene.
- The Agency shall distribute the food in different wards and collect the utensils after the patients have finished their food.

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- Lunch & dinner should be served in a standard sized stainless-steel tiffin and tea shall be served in stainless steel glass.
- The diet delivery personnel/steward shall proceed with the food trolleys and the diet List towards each ward for service.
- The diet delivery personnel/steward shall always use gloves and clean ladles for serving food to patients
- Food shall be served to patients with humility, respect and dignity
- After serving the diet delivery personnel/steward shall collect the plates/tiffin and keep in trolley, ensuring no spillage in the ward
- Once the distribution of meal and collection of trays have been completed, take acknowledgement signature from the Nurse In-charge /staff nurse of the ward on the diet slip/diet register for diet supplied form.
- Food prepared to be served at a later time are cooked, chilled, and reheated at appropriate temperatures to prevent microbial growth or contamination.
- Before the trays are put in dish washer the left-out food should be collected and segregated for disposal as per the defined protocols.

2. HR Related

- 2.1 The Agency shall deploy and ensure requisite and adequately trained personnel (18+ age) at the health facility as mentioned in **Schedule 3-B**.
- 2.2 For daily supervision, the Agency shall appoint a qualified Supervisor who will ensure that the dietary work is done properly.
- 2.3 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.
- 2.4 The manpower provided by the agency shall be in proper dress code (shirt/saree/sweater and trouser) at all time. Uniform along with hand gloves and caps and ID card (mentioning the name of the employee and company logo on shirt) should be provided to the workers and staff should wear it at all times. The 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.
- 2.5 The Kitchen and service staff employees should be put to medical examination before recruitment; these employees shall also be regularly screened for being carrier of communicable diseases, Dysentery or Diarrhea, and worm infestations etc.

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- 2.6 If staff are ill with these conditions or out ill for 5 or more days, they will need to have clearance from general physician of the hospital prior to returning to work.
- 2.7 The Agency is required to conduct refresher trainings of workers, every month on sanitation behaviours to be observed while providing dietary services. These trainings must be conducted in the presence of the Hospital Manager or his/her representative from the hospital administration.
- 2.8 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.
- 2.9 The 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.
- 2.10 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 prohibited. The Agency would be held responsible for conduct of the HR deployed under the contract.

3. Obligations of Authority

- 3.1 He Authority shall make regular payment to the Agency as per the terms of the contract.
- 3.2 Hospital Administration will provide adequate space for kitchen along with electrical supply and running water. All the expenses for temporary construction will be taken care by the Agency.
- 3.3 The Authority shall collect feedback regarding the services from the patients on a regular basis.
- 3.4 The Authority shall issue log-books to the Agency (issued by Civil Surgeon), as per the formats attached with this document.

4. Review and Monitoring Structure

4.1 Reporting:

- a) The Agency shall maintain proper Log Books for the services being provided with adequate details related to services, staff availability and equipment and materials availability, (issued by Civil Surgeon (CS), District Health Society (DHS)).
- b) These Log Books shall be verified and signed by the HM and 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.
- 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. SHSB may review the performance of services through inspections/discussions with HM/MOIC, Agency, Supervisor.
- f) Random Food Safety Inspections: Food Safety Officers will conduct random inspections, to inspect quality to the food prepared, and share the report with Hospitals managers/MOIC and CS Office.

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List of Unit with Bed Strength for Dietary Services.

District Health Society, Samastipur ("Authority"), invites proposal from eligible bidders for providing Dietary Services at Government Healthcare Facilities of Samastipur, Bihar.

S. No.	Name of Facility	Type of facility	Bed Strength
1	Sadar Hospital Samastipur	DH	150
2	Rosera	SDH	30
3	Dalsinghsarai	SDH	30
4	Pusa	SDH	30
5	Patori	SDH	30
6	Tajpur	RH	30
7	Bibhutipur	CHC	30
8	Bithan	CHC	30
9	Hasanpur	CHC	30
10	Kalyanpur	CHC	30
11	Khanpur	CHC	30
12	Mohanpur	CHC	30
13	Mohiuddin Nagar	CHC	30
14	Morwa	CHC	30
15	Sarairanjan	CHC	30
16	Singhia	CHC	30
17	Ujiyarpur	CHC	30
18	Vidyapatinar	CHC	30
19	Patori	PHC	0
20	Dalsinghsarai	PHC	0
21	Pusa	PHC	0
22	Rosera	PHC	0
23	Samastipur	PHC	0
24	Shivajinagar	PHC	6
25	Tajpur (Kothia)	PHC	6
26	Warisnagar	PHC	6
27	Mordiwa (Samastipur)	APHC	6
28	Rupauli (Sarairanjan)	APHC	6
29	Salempur (Ujiyarpur)	APHC	6
30	Kishanpur Baikunth (Warisnagar)	APHC	2
31	Narhan (Bibhutipu)	APHC	2
32	Baidhnathpur (Rosera)	APHC	2
33	Karpurigram (Samastipur)	APHC	2

Note:- Meal facility will be as per actual admission of patient. List of Unit may be change as per need.

Annexure 3-A

Financial Bid.

Maximum rate = Rs. 100/- (One hundred only) notified by Government of Bihar.

Quoted rate

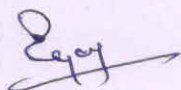
S. No	Type of meal	In figures (Rs.)	In words (Rs.)
1.	Breakfast per patient per dayper patient per day
2.	Lunch per patient per dayper patient per day
3.	Dinner per patient per dayper patient per day
Total cost	 per patient per dayper patient per day

Note:

- The prices quoted by the bidder shall be for each meal type (Breakfast, lunch and dinner). The 3 meals (Breakfast, lunch and dinner) constitute a single day diet for a person.
- The bidder will be selected based on the total cost for all meals (breakfast, lunch and dinner) as envisaged for a person in a complete day.
- The same aforementioned financial quotes shall apply for all the different types of meals (Full diet (normal), Half diet (children), etc., as mentioned in **Schedule 3-A: Dietary Services** in this document).
- 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.
- The above rates are inclusive of all applicable taxes and duties; however, in case of any future change in GST (increase/ decrease) applicable on the services offered by the Agency, the authority shall make respective adjustment (increase/ decrease) in the payments, subject to the maximum rate per single day diet, as notified by the Government of Bihar.

Date:
Place:

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



Dietary Services.

(1)	फुल डायट (नार्मल) Energy- 3500 Kcal/Protein-100 gm
A. नाश्ता	पावरोटी, दूध, केला एवं सेब
	पावरोटी- 200 ग्राम-01 पैकेट
	दूध 500 ml
	केला-06 नग
	सेब 100-ग्राम 01
	कुल
B. भोजन दोपहर एवं संध्या	चावल, दाल, सब्जी एवं दही
	चावल (उसना)/आँटा-400 ग्राम/475 ग्राम
	दाल (मूंग 50 ग्राम+मसूर 50 ग्राम)
	हरी सब्जी-300 ग्राम
	दही/मठ्ठा या पनीर-100 ml/200 ml/50 ग्राम
	तेल-20 ग्राम
	मसाला-30 ग्राम
	कुल
C. विविध	
कुल लागत	A + B + C

(2)	हाफ डायट (चिल्ड्रेन) म्दमतहल. 2775 Kcal/Protein-100 gm.
A. नाश्ता सुबह	वन पावरोटी, दूध, अण्डा, सेब, केला एवं चीनी
	वन पावरोटी- 90 ग्राम
	दूध 500 ml
	अण्डा (मुर्गी) 02 नग
	सेब 100 ग्राम 01 नग
	केला 03 नग
	चीनी 25 ग्राम
	कुल
B. भोजन दोपहर एवं संध्या	चावल, दाल, सब्जी एवं दही
	चावल (उसना)- 300 ग्राम
	दाल (मूंग 50 ग्राम + मसूर 50 ग्राम)
	आलू- 100 ग्राम
	हरिसब्जी- 150 ग्राम
	दही यापनीर- 100 ग्राम/50 ग्राम
	तेल- 10 ग्राम
	मसाला- 15 ग्राम
	कुल
C. विविध	
कुल लागत	A + B + C

(3)	लोफ फ्रूट साफ्ट ब्लैंड डायट, Energy- 2500 Kcal/Protein- 65 gm.
A नाश्ता सुबह-संध्या	पावरोटी, दूध, अण्डा, केला, सेब, संतरा एवं चीनी
	पावरोटी- 200 ग्रामX 02 पैकेट
	दूध 500 ml
	अण्डा (मुर्गी) 02 नग
	केला- 12 नग(एक दर्जन)
	सेब-200 ग्राम 02 नग
	संतरा- 200 ग्राम 02 नग
	चीनी- 50 ग्राम
B. विविध	
कुल लागत	A + B

(4)	डायबेटिक पथ्य Energy- 2500 Kcal/Protein- 80 gm.
A.नाश्ता सुबह	पावरोटी, दूध, सेब एवं संतरा
	पावरोटी- 200 ग्रामX 02 पैकेट
	दूध- 500 ml
	सेब- 200 ग्राम 02 नग
	संतरा- 200 ग्राम 02 नग
B. भोजन दोपहर एवं संध्या	रोटी, दाल, सब्जी एवं दही
	आटा- 150 ग्रामx 2 300 ग्राम
	दाल (मूंग 25 ग्राम + मसूर 25 ग्राम) 50 ग्राम
	हरी सब्जी 150 ग्रामx 2 300 ग्राम
	दही/मट्ठा या पनीर- (100 ml/ 100 ग्राम)
	तेल (सरसों)- 20 ग्राम
	मसाला- 30 ग्राम
C विविध	
कुल लागत	A+B+C

(5)	पोस्ट आपरेटि मसुपाच्य Energy- 2600 Kcal/Protein- 78 gm
A.नाश्ता	पावरोटी, दूध, केला एवं सेब
	पावरोटी- 200 ग्रामx 01 पैकेट
	दूध 500 ml
	केला चिनिया 06 नग
	सेब- 100 ग्राम 01 नग

Signature

B. भोजन दोपहर एवं संध्या	खिचड़ी-चोखा-संतरा-दही
	चावल-100 ग्रामx 2 - 200 ग्राम
	दाल (मूंग 50 ग्राम + मसूर 50 ग्राम) 100 ग्राम
	आलू 100 ग्रामx 2 - 200 ग्राम
	दही/मठठा या पनीर- (100 ग्राम/ 200 ml)
	संतरा 100 ग्रामx 2 - 200 ग्राम 2 नग
	जीरा 2½ग्रामx 2 - 05 ग्राम
	हल्दी 5 ग्रामx 2 - 10 ग्राम
	तेल 5 ग्रामx 2 - 10 ग्राम
C. विविध	
कुल लागत	A + B + C

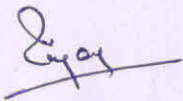
(6)	श्रीनल डायट-लोप्रोटीन Energy- 2450 Kcal/Protein- 36 gm
A. नाश्ता	पावरोटी-मक्खन-सेब-साबूदाना- खीर
	वन पावरोटी 90 ग्राम
	मक्खन (सुधा/अमूल के मानक स्तर का) 10 ग्राम
	दूध 200 ml
	साबूदाना 25 ग्राम
	चीनी 25 ग्राम
	संतरा 100 ग्राम 01 नग
B. भोजन	चावल-दही-सब्जी-साबूदाना टिक्की
	चावल-100 ग्रामx 2- 200 ग्राम
	दही 100 ग्रामx 2 - 200 ग्राम
	सब्जी 100 ग्रामx 2 - 200 ग्राम
	आलू 50 ग्रामx 2 100 ग्राम)
	साबूदाना 25 ग्रामx 2 - 50 ग्राम
	तेल 20 ग्रामx2 - 40 ग्राम
	हल्दी 5 ग्रामx 2 - 10 ग्राम
	जीरा 2½ग्रामx 2 - 05 ग्राम
	नमक 2.5 ग्रामx 2 - 05 ग्राम
	चीनी 25 ग्रामx 2 - 50 ग्राम
	सेब 100 ग्राम- 01 नग
C. विविध	
कुल लागत	A + B + C

नोट :- RDA for Protein 0.6 gm/Kg Body Wt.
IRM (Indian Reference Man) Wt 60 Kg RDA Protein 36 gm.
IRW (Indian Reference Women) Wt 55 Kg RDA for Protein 33 gm.



(7)	ट्यूबफीड-लिक्वीड डायट Volume 1400 ml. 1400 Kcal/Protein - 33 gm
A.	फ्रुट जूस 200 ml x 01 बार
	मौसमी 500 ग्राम- 5 नग
	चीनी 20 ग्राम
	नमक 2.5 ग्राम
B.	दूध 200 ml x 01 बार
	दूध 200 ग्राम
	चीनी 10 ग्राम
	वटर/क्रीम 10 ग्राम (सुधा/अमूल के मानक स्तर का)
C.	सूप 200 ml x 02 बार
	कद्दू 50 ग्राम
	शलजम 50 ग्राम
	दाल 20 ग्राम
	दूध 200 उस
	नमक 2.5 ग्राम
	चीनी 05 ग्राम
	नींबू- 01 नग
	तेल- 10 ग्राम
D.	सी0पी0 मिक्स 200 ml x 02 बार
	चावल 50 ग्राम
	दाल 20 ग्राम
	हरिसब्जी 100 ग्राम
	दही 100 ग्राम
	चीनी 10 ग्राम
	नमक 05 ग्राम
	तेल- 20 ग्राम
E.	विविध
कुल लागत	A + B + C + D + E

नोट :- यह पथ्य BMR कैलोरी आवश्यकता आधारित है।



(8)	डी0 भी0 डी0 डायट Electrolyte rich Pre - Biotic Diet - 1200 कैलोरी कै-दस्त अतिसार पथ्य
A.	क्लीअरुल्यूड ORS
	नींबू- 1 नग
	चीनी 25 ग्राम
	नमक 5 ग्राम
B.	लिक्वीडजूस
	मौसम्मी जूस 200 उस . (05 मौसम्मी) या डाभ (नारियल पानी)
	चीनी 10 ग्राम
	नमक 2.5 ग्राम
C.	वाटर मिल्क या लससी
D.	भोजन (मड़गीला चावल-दही-कच्चा केला का चोखा)
	चावल 100 ग्राम
	कच्चा केला 100 ग्राम
	दही 200 ग्राम
	नमक 10 ग्राम
	डवला सेब 100 ग्राम- 01 नग
E.	विविध
कुल लागत	A + B + C + D + E

नोट :- यह पथ्य Electrolyte आवश्यकता आधारित है।

Ref :- ICMR RDA for Energy - 2500 - 3800 Kcal.

RDA Protein 8 - 12 % Total Energy 50 gm to 75 gm / or 75 gm to 114 gm.

नोट :-

- (1) मसाला 30 ग्राम अन्तर्गत प्रति मरीज गोलकी- 02 ग्राम, जीरा- 02 ग्राम, धनिया पाउडर- 03 ग्राम, लाल मिर्च पाउडर- 03 ग्राम, लहसुन- 03 ग्राम, प्याज- 10 ग्राम हल्दी- 07 ग्राम का प्रावधान किया जा सकता है। हाफ डायट चल्ड्रेन के लिए मसाला 15 ग्राम के अन्तर्गत गोलकी, जीरा धनिया पाउडर, लाल मिर्च पाउडर तथा लहसुन सभी का एक-एक ग्राम कुल 05 ग्राम, प्याज- 05 ग्राम तथा हल्दी- 05 ग्राम का प्रावधान किया जा सकता है।
- (2) उपरोक्त पथ्य सामग्रियों की दर्शायी गई मात्रा भविष्य में अनुमोदित पथ सामग्रियों के दर के आधार पर घट-बढ़ सकती है।



Minimum Manpower to be Deployed.

S. No	Staff Category	Numbers for PHC	Numbers for Referral Hospital	Numbers for SDH
1	Cook	1	1	2
2	Kitchen helper	1	2	2
3	Cleaner for Kitchen/Collector of plates			
Total		2	3	4

8/9/19

Schedule 3-C

Performance Matrix.

S. No	Performance Indicators	Expected Level	Measurement protocol	Penalty in case of non-compliance
1	Number of grievances/ complaints by patients on quality of dietary services	Less than 10% of the total feedback forms filled in a month	Inputs from feedback forms to be collated by Hospital Manager/MOIC/ DS on a weekly basis and communicated to the Agency	1% of the total monthly invoice for the respective facility
2	Percentage of in-patients served	100%	Daily inspection and random checks by HM/ on duty doctor/ ward in-charge	1% of the total monthly invoice for the respective facility
3	Staff availability	100%	To be verified from daily Log Book / attendance register	Rs. 200 per staff per day of absence
4	Availability of operations and maintenance equipment (brooms, stove, ladle, cooking pots, pans)	100%	To be verified by daily inspection and random checks by HM/on duty doctor/ ward in-charge	1% of the total monthly invoice for the respective facility
5	Cleanliness of the kitchen premise	Daily cleaning and mopping of the kitchen; No leftover food strewn in the kitchen. Utensils and appliances to be cleaned after use.	Daily inspection and random checks by HM/ on duty doctor/ ward in-charge	5% of the total monthly invoice for the respective facility



Schedule 3-D

Attendance Record.

Format for Attendance Certificate – to be kept with Hospital Manager

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

Date	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	31	
Staff Name 1																
Staff Name 2																
Staff Name 3																

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



<input type="checkbox"/>	Employee's Signature
<input type="checkbox"/>	Authority representative's Signature

Terms & Conditions (Laundry Services)

1. Obligations of Agency

- 1.1 The Agency will be responsible for collection of dirty linen from the different user areas and transport the same to laundry complex. The agency will collect dirty linen from ward and departments and exchange clean linen with dirty linen with the respective wards and departments between 7:00 AM to 8:00 AM or any other time specified by the Hospital Administration.
- 1.2 The Agency should identify torn linen at the time of collection. Only torn linen will be replaced by the Authority.
- 1.3 The Agency shall do the work of sorting, processing of used linen (**as per attached list**) with standard laundering process, including ironing.
- 1.4 Bed sheets, sheets, pillow covers, chair cloths etc. to be washed & ironed every day.
- 1.5 Apron used by MOs & Para medical staff should be washed daily
- 1.6 Office table clothes to be washed & ironed once in a week
- 1.7 Blanket, curtains should be cleaned on fortnightly basis.
- 1.8 The Agency will first treat the infected linen (blood stain etc.) and surgical linen in chlorine and then clean it in the machine as per the schedule given by the Hospital Manager (HM)/Medical Officer In-charge (MOIC). Bio-Medical Waste management rules, wherever applicable will be followed by the Agency.
- 1.9 Separate carts for transport & storage of dirty & washed linen will be used
- 1.10 The Agency shall not take any hospital linen outside the Hospital complex for washing under any circumstances, without the prior permission of the Medical Superintendent. Similarly, the Agency shall use only the premises allotted to it for drying the linens.
- 1.11 Any other work of similar nature assigned by the Hospital authorities

2. HR related

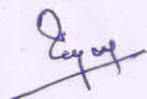
- 2.1 Deploy and ensure requisite and adequately trained personnel (18+ age) at the hospitals.
- 2.2 For daily supervision, Agency shall appoint a qualified Supervisor who will ensure that the work is done properly.
- 2.3 The bidder or agency shall be responsible to comply with all applicable labour legislation (Compensation, child labour, minimum wages, EPF, ESIC, Bonus 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.



- 2.4 The manpower provided by the agency, shall be in proper dress code (shirt/sweater and trouser) at all time. Uniform and ID card (mentioning the name of the employee and company logo on shirt) should be provided to the workers and staff who should wear it at all times. The Agency should provide 2 sets of uniform at the start and replace them after every 6 months. Agency shall ensure that the deployed manpower wears clean uniform at all times.
- 2.5 The assigned supervisor is required to conduct refresher trainings for workers, every 3 months. These trainings must be conducted in the presence of the Hospital Manager or his/her representative from the hospital administration.
- 2.6 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 prohibited
- 2.7 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
- 2.8 The 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.

3. Others

- 3.1 The Agency needs to install and maintain a Commercial Washing machine in Sadar hospital & sub-divisional hospital while a normal washing machine in all other health centers.
- 3.2 The Agency shall be responsible for installation of sub-meter for electricity and all types of electrical fittings required for operation.
- 3.3 The Agency shall arrange for required number of overhead tanks for water storage and install submersible pump /motor for arrangement of water consistently.
- 3.4 The Agency shall have to pay amount toward consumption of electricity in accordance with reading of sub meter and also amount of load charges. Above amount shall be deducted from the monthly bill payable to the Agency.
- 3.5 Any types of pipes and taps or any other required equipment for supporting the washing activity will be taken care by Agency
- 3.6 Development of drying yard on the dedicated space provided by hospital shall be the responsibility of the Agency
- 3.7 All the materials used in washing should be supplied by the Agency
- 3.8 The Agency shall use only ISI marked detergent/washing material. In case it becomes necessary to use any material other than the approved, prior permission shall be obtained from the controlling authority
- 3.9 Loss/damage of clothes shall make Agency liable to pay at the rate of existing value of the damaged/lost items. Hospital Administration's decision whether such loss/damage is on Agency's account shall be final and binding on the Agency.



- 3.10 Any other damage/pilferage to the Hospital property due to mishandling, carelessness of the Agency or his workmen will be recoverable form the Agency's bill.

List of the Items to be washed.

Small Items		Large Items	
1	Chair Cloth	8	Bed Sheet
2	Pillow Cower	9	Other Sheet
3	Baby Sheet/Towel	10	Blanket
4	Hand Towel	11	Maternity Gown
5	Bath Towel	12	Surgical gown
6	Table Cloth	13	Curtain
7	Staff Uniforms	14	Mosquito net

Note: The list may vary depending on the size and type of facility. Any other work of similar nature assigned by the Hospital authorities will have to be done by the Agency.

4. Obligations of Authority

- 4.1 The Authority shall make regular payment to the Agency as per the terms of the contract.
- 4.2 The Authority with the consent of Medical Officer In-charge (MOIC) will provide a separate space within the facility premises for installation of washing machine free of cost.
- 4.3 The Authority shall provide a dedicated place for drying the cleaned linen.
- 4.4 The Authority will ensure a quarterly audit of all types of linen.
- 4.5 The Authority shall permit the Agency for installation of electric sub-meter(s) wherever required.
- 4.6 The Hospital Manager (HM)/Medical Officer In-charge (MOIC). shall prepare a schedule to be followed by the Agency for washing the infected linen.
- 4.7 The Authority shall arrange for and keep at least two sets of all types of linen so that when one set is in for washing, the other is in use.
- 4.8 The Authority shall maintain a backup of at least 20 % of overall linen to replace damaged linen.
- 4.9 Authority's Representative (to be specified by the Health Facility) will sign the Log book (issued by Civil Surgeon – cum – Member Secretary) of the Agency during exchange of dirty linen with clean linen.
- 4.10 The Authority shall incorporate feedback about the services being provided by the Agency in its regular feedback mechanism and collate such feedback from the ward in-charge (or any other person responsible for collection of cleaned linen) on a regular basis.



5. Review and Monitoring Structure

5.1 Reporting:

- a) The Agency shall maintain proper Log Books (issued by Civil Surgeon –cum –Member Secretary) for the services being provided with adequate details related to services, staff availability and equipment and materials availability (log-book shall be issued and certified by Civil Surgeon-cum -Member Secretary, District Health Society) **(Schedule 4-D)**
- b) These Log Books shall be verified and signed by the HM/MOIC/DS/Available Doctor on a daily basis.

5.2 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.
- 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.



List of Unit with Bed Strength for Laundry Services.

District Health Society (DHS) Samastipur ("Authority"), invites proposal from eligible bidders for providing Laundry Services at Government Healthcare Facilities of Samastipur, Bihar.

S.No.	Name of Facility	Type of facility	Bed Strength
1	Sadar Hospital Samastipur	DH	150
2	Rosera	SDH	30
3	Dalsinghsarai	SDH	30
4	Pusa	SDH	30
5	Patori	SDH	30
6	Tajpur	RH	30
7	Bibhutipur	CHC	30
8	Bithan	CHC	30
9	Hasanpur	CHC	30
10	Kalyanpur	CHC	30
11	Khanpur	CHC	30
12	Mohanpur	CHC	30
13	Mohiuddin Nagar	CHC	30
14	Morwa	CHC	30
15	Sarairanjan	CHC	30
16	Singhia	CHC	30
17	Ujiyarpur	CHC	30
18	Vidyapatnagar	CHC	30
19	Patori	PHC	0
20	Dalsinghsarai	PHC	0
21	Pusa	PHC	0
22	Rosera	PHC	0
23	Samastipur	PHC	0
24	Shivajinagar	PHC	6
25	Tajpur (Kothia)	PHC	6
26	Warisnagar	PHC	6
27	Mordiwa (Samastipur)	APHC	6
28	Rupauli (Sarairanjan)	APHC	6
29	Salempur (Ujiyarpur)	APHC	6
30	Kishanpur Baikunth (Warisnagar)	APHC	2
31	Narhan (Bibhutipu)	APHC	2
32	Baidhnathpur (Rosera)	APHC	2
33	Karpurigram (Samastipur)	APHC	2

Note:- As per actual generation of used cloths. List of Unit may be change as per need.

Financial Bid.

The rate for all facilities is provided below.

Cloth Type	Financial Quote per piece of cloth- in figures	Financial Quote per piece of cloth- in words
1) Large cloths (Bed sheet, Sheet, Blanket, Curtain, Mosquito net etc.)		
2) Small cloths (Towel, Pillow cover, Table Cloth, Chair Cloth etc.)		
For all cloths (0.70 X Rate quoted for per piece of large cloths + 0.30 X Rate quoted for per piece of small cloths)		

- a) The L1 will be based on the computed rates "For all cloths", however, the L1 service provider will be paid as per rates quoted for "Large Cloths" and "Small Cloths" as the case may be.
- b) We understand that the financial bid shall be calculated based on the weighted average of the financial quote for 'large cloth' and 'small cloth', with weightage of 70:30 for the two cloth types, respectively.
*(Example: If we quote INR X for large clothes, and INR Y for small clothes, then the financial bid would be considered as INR $(0.7 * X + 0.3 * Y)$)*
- c) 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.
- d) 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:



List of machines/materials.

S. No	Facility	Type of Machine
1	Sadar Hospital	Commercial Washing Machine
2	Sub-Divisional Hospital	Commercial Washing Machine
3	Referral Hospital	Normal fully automatic Washing Machine
4	PHC	Normal fully automatic Washing Machine

Materials to be used -

1. Detergent powder
2. Separate carts for transport & storage of dirty & washed linen
3. Disinfectant
4. Acetone
5. Ammonia
6. Hydrogen Peroxide
7. Bleach

The final requirement of materials for the respective facility will be given by the Authority.



Minimum Manpower to be deployed.

S. No	Facility	Manpower
1	Sadar Hospital	02
2	Referral Hospital	02
3	PHC	01

Note:- The above numbers may be changed by the Authority at the time of bidding depending on the specific requirements of any facility.



Performance Matrix.

S. No	Performance Indicators	Expected Level	Measurement protocol	Penalty in case of non-compliance
1	Collection of dirty linen from ward and departments between 7:00 AM to 8:00 AM (or the time fixed by the Health Facility)	At least 90% of time within a month	To be verified from daily Log Book	1% of the total monthly invoice for the respective facility, for each day
2	Linen should be washed in Washing Machine only.	100% of time	To be verified based on inspections	1% of the total monthly invoice for the respective facility, for each day
3	Staff availability	100%	To be verified from daily Log Book/ attendance register	Rs. 200 per staff per day of absence, for each day
4	Machines and materials available at all times (Schedule 4-F)	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, for each day
5	Infected (blood stain) linen to be washed separately	100%	To be verified based on random inspections by Hospital Manager/on duty doctor/ ward in-charge	5% of the total monthly invoice for the respective facility, for each instance
6	Odour and Stains	Odour and stain free linen 95% of times	To be measured based on spot inspections and/ or complaints received for stains/ odour against the total clothes cleaned in a month	1% of the total monthly invoice for the respective facility, for each instance
7	Timeliness of handing over cleaned linen back to Health Facility	Within 8 hours for non-infected linen and 12 hours for infected linen.	To be verified based on handover/ takeover time fixed at the Health Facility and entered in the daily Log Book	1% of the total monthly invoice for the respective facility

Schedule 4-D

Linen Exchange Record.

Maintain separate logs for different departments (such as OT, Delivery Room, Ward etc)

Name of the facility	Type of facility
Name of the block:	District:

S. No	Department (OT/Ward/ Labour Room etc.)	Date	Number of		Signature	Remarks (by Authority) (such as any torn, dirty linen received) - or any pending items
			dirty linen collected	clean linen delivered		
1			(by Agency)		Agency's representative	Authority's Department I/C
2						
3						
4						
5						
6						
7						

[Handwritten signature]

Schedule 4-E

Attendance Record.

Format for Attendance Certificate -- to be kept with Hospital Manager

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

Date	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	31	
Staff Name 1																
Staff Name 2																
Staff Name 3																

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.

<input type="checkbox"/>	Employee's Signature
<input type="checkbox"/>	Authority representative's Signature

Schedule 4-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).*

Civil Surgeon-cum-Member Secretary,
District Health Society, Samastipur


District Magistrate-cum-Chairman
District Health Society, Samastipur