

Guidelines for out sourcing Cleaning Services

**ROGI KALYAN SAMITI
DISTRICT HEADQUARTER HOSPITAL
DISTRICT-----**

Expression of Interest

Expression of Interest is invited from interested Parties/Organizations/Agencies having relevant experience in the related field for undertaking housekeeping and cleaning activities in the District Headquarter Hospital,..... The parties/Organizations / Agencies should have a local office in the same headquarter for day to day co-ordination. Interested parties / Organizations / Agencies should submit their proposal in prescribed format (technical as well as financial bids) along with all supporting documents in sealed envelope to the office of Chief District Medical Officer,....., by positively. The pre-bid discussion is to be held on at (in the office of CDMO).

Application forms as well as other details can be collected from the office of C.D.M.O..... or can be downloaded from the website..... with effect from

**CDMO-cum-Chairman,
Executive Committee, RKS,
..... District**

Terms of Reference (TOR) **for outsourcing of Cleaning Activities**

1. All the workers engaged by the organization in the District Head Quarter Hospital shall have the uniform.
2. All staffs of the organization shall bear photo identity card during the period of work, which shall be duly signed by the RKS, DHH & Representative of (organisation).
3. All workmen/manpower to be engaged by the contractor should be covered under the statutory government regulation framed from time to time.
4. RKS of DHH may request the contractor to withdraw any of his workers from the hospital without assigning any reason, with 24 hours prior intimation.
5. The contractor will abide by all the rules and regulations relating to labour laws, accident, workmen compensation Act, workmen insurance, ESI, PF etc. This will be the sole responsibility of the contractor. RKS, DHH will not be a party at any stage to any kind of dispute relating to the above. In case any liability arises due to non-performance by the contractor, under no circumstances RKS shall be liable for the same.
6. Any damage/pilferage to DHH property due to mishandling, carelessness of the contractor or his workmen will be recoverable from the contractor's bill and all materials issued to contractors shall be the sole responsibility of the contractor during the period of the contract.
7. Contractor should depute a qualified and dedicated staff to manage the hospital, who will co-ordinate in work execution activities and interact with the RKS representatives, and be responsible for supervision of the work.
8. The contractor will provide for all necessary materials, tools, equipments and working consumables etc. needed for execution of the work. Safe custody of all such materials will be contractor's whole responsibility. No extra charge will be paid for the same.
9. All the employees will have to be covered under insurance against any personal accident and RKS will not be liable for payment of any compensation on that account.
10. During execution of work, the contractor should follow all standard norm of safety measures/precautions to avoid accidents/damages to man, machines and buildings etc. On non-adherence to this clause, suitable fines, as decided by the Governing Body of RKS will be imposed.
11. The floor area of the hospital shall be cleaned as per Annexure-1 details of which are enclosed to this assignment.
12. The cleaning will comprise of all areas mentioned as per Annexure-1 followed by wet mopping using disinfectant, dusting of office furniture, hospital furniture, electrical & medical equipment, cleaning of window panes, shutters, doors and as and when required in the wards and other areas, removal of cobwebs and washing bath rooms, wash basins, W.C., mirrors in all the toilets and in room main gates and lobbies.

13. Cleaning of toilets & urinals:-

- (a) This will include regular cleaning of all toilets bowls, pans, urinals & wash basins and any other porcelain components using soap/detergent solution & water.
 - (b) All toilets/urinals floors are to be cleaned using soap/detergent & mopping. The floors are to be wiped dry. All other areas in the toilets & urinals i.e. walls, roofs, pipes, mirrors, if any are to be cleaned & maintained dust free.
 - (c) The toilets should be maintained clean & dry and there shall not have any fowl smell coming from this. Moreover Odonil, Naphthalene cakes should be used in toilets on daily basis.
14. Cleaning of Drains:- All drains shall be cleaned daily & as required so as to ensure smooth discharge of wastewater. There shall not be any stagnation & over flowing of water.
15. Cleaning of Floors:- Sweeping & moping of all common passage & platforms within DHH, premises. The floors should be wiped & dry. All other structures in the offices, wards, OPD etc. i.e. walls, roofs, doors & windows are to be kept cleaned & dust free. There shall not be any cobwebs in the building of the DHH.
16. Sanitation of the entire area:- Sweeping & cleaning of the entire campus of DHH, including cutting of bushes & pruning of trees if any are to be done, as & when required.
17. There should be a periodical spraying of insecticide/rodenticide/pesticide for removal of flies, rodents and pests.
18. Cleaning of overhead tanks, sumps, drains, gully trap inside the building drains leading and connected with the main sewage line. These areas are to be cleaned once in every two months and as and when situation demands or as advised by the hospital Administration time to time.
19. Daily dusting and cleaning of furniture provided in outdoor, wards & offices of DHH.
20. Proper upkeep and maintenance of mosaic floor, wall, ceiling, exterior wall etc.
21. Quality of materials to be used for cleaning & maintenance shall be of high standard and after approval by the hospital authorities.
22. Safe space to store the cleaning materials shall be provided by the DHH.



Application form for undertaking of Cleaning Activities in DHH.....

Name of the Agency	
Address with Ph. No.	
Contact Person Address with Ph. No.	
Status of the Agency (Attach supporting Documents)	
No. of employees on roll	
Working Experience in the related Field of Services (if any) specify	
Implementation Plan (Documents to be enclosed)	
Budget estimates for this proposal (in the desired format)	
Organizational Contribution if any	
Indicators of achievement	

Supporting Documents to be attached :-

1. Supporting documents with regards to Status of Agency.
2. Implementation plan & Budget details
3. Annual report of last year.
4. Audit Report of last 3 years.
5. Service Tax Registration No. if any.

Date: -

Place: -

Authorized Signatory

Format of Technical Bid for out sourcing of Cleaning Activities at DHH.....

Name & Address of the Organisation/Agency/NGO: -

Sl.No.	Criteria	Particulars
1	Organisational constitution Registered Company/Firm NGO Others	
2	Years of Experience	
3	Staffs (i) Semi - skilled Staffs (ii) Unskilled Staff	
4	No. of Assignments (i) Finished (ii) Current Assignments in hand	
5	Amount of investment in Equipment & Tools (modern technology)	

Format of Financial Bidding for out sourcing of Cleaning Activities at DHH.....

Name & Address of the Organisation/Agency/NGO: -

Sl.No.	Particulars	Per Unit Cost	Requirement in No.s/KG/Ltrs	Total Cost
1	Manpower Cost			
	Semi- Skilled labour			
	Unskilled labour			
	supervisor			
2	Material Cost			
	(as per list of material)			
3	Uniform & Identity Card Cost			
4	Service Charges			
5	Service Tax			
6	Any other Cost			

Sub Total _____

Total Cost per month _____

Total Cost per Annum _____

Note : Agency is free to attach any other supporting/ connecting document

LIST OF CLEANING ITEMS TO BE SUPPLIED BY THE CONTRACTOR

1. Coconut Broom
2. Soft Broom
3. Cobweb Brush
4. Harpic Brush
5. WC Round Brush
6. Glass Duster
7. Floor Duster
8. Mop Stick
9. Rubber Wiper
10. Plastic Bucket
11. Plastic Mugs
12. Cotton Swabs
13. Nylon Scrubber
14. Vacuum Cleaner
15. Scotch Brite
16. Steel Wool
17. Dust Pan

LIST OF CLEANING AGENTS & INSECTICIDE TO BE SUPPLIED BY THE CONTRACTOR

1. Vim
2. Bathroom acid
3. Naphthalene ball
4. Phenyl
5. Room Spray
6. Bleaching powder
7. Potassium Permanganate
8. Baygon Spray
9. Soap
10. Soap oil
11. Lentrek
12. Surf / Tide
13. Harpic
14. Colin Spray

Details Regarding Cleaning Requirement (Sample Format)

Sl No.	Name of Ward	Sweeping/ Floor area in sq. ft.	Mopping / Cleaning corridor in sq. ft.	Sweeping area in sq. ft (separate from C & D)	Wash basin (Nos.)	Bathroom, toilets, urinals (Nos.)	No. of cleaning staff required round the clock	Frequency * (Daily)
A	B	C	D	E	F	G	H	I
1	O & G							4 times
2	Pediatric							
3	Medicine							
4	Surgery							
5	General							
6	Cabins							
7	Blood Bank							Twice 4 times
8	TB							
9	Eye							
10	PPC							
11	Warehouse							Once
12	OT & Labour room							
13	Walls, corner, roofs, doors & windows, fans, bulbs							
14	Outside open space							Twice 6 times
15	All Toilets							

Notes: -

Apart from this cleaning staff, 3 staffs are required to be in position round the clock, one at OT, one at Labour room & another staff need to be available strategically located always to attend emergency calls. The frequency of cleaning may be ascertained according to requirement of each district separately. The timing for different cleaning cycle should be prescribed in the agreement.

Check List

Following steps need to be considered before proceeding for outsourcing of cleaning activities.

1. Find out the sft. areas which are not cleaned properly by permanent staff; because of shortage of permanent staffs. Ask from the agency the rate per sft. for cleaning (as per Annexure I).
2. Identify the specific location in Annexure I or any part of the agreement can be modified in the interest of the DHH to be cleaned. *Each location must be described in the TOR/Agreement strictly, so that responsibility can be fixed.
3. Specify the frequency of cleaning of bath rooms, toilets, urinal, OT & Labour room. Mention no. of cleaning workers required on routine basis at the point of necessity.
4. Calculate quality of consumables like phenyl, acid, bleaching powder, detergent powder, odonil, phoul jhadu, coir jhadu, PVC pipes, wiper, bucket etc. Dresses of cleaning staff to be provided by contractor once in 6 month (if bleaching powder can be supplied out of central store at some quantity then cost of that need not be consider).
5. Manpower requirement semi-skilled, unskilled labour, senior supervisor and find out the total of manpower cost, material cost & service charge of agency, taking together, RKS Executive committee to decide with regard to awarding of contract.
6. The TOR of the cleaning agency should be translated in Oriya language and placed on walls of the wards for creating public demand and awareness. If possible the details of same must be painted on the hospital wall at an important location (as per Annexure - I).
7. Divide the work of cleaning between the permanent staff and cleaning agency so that works of both of them does not get overlapped also scope should not be left to them to shift their own responsibility. If possible permanent staffs may be posted to OT and labour room where experienced staffs are required.
8. Give the work to the contractor for first time for a period of 6 months. On satisfactory performance, the contract may be renewed for the same period or for 1 year.
9. If in any DHH cleaning activity has already been outsourced and carried out satisfactorily then they may not go for fresh engagement.

Articles of Agreement

AGREEMENT BETWEEN ROGI KALYAN SAMITI – REPRESENTED BY ITS MEMBER SECRETARY, DISTRICT HEAD QUARTER HOSPITAL, _____ AND _____ (NAME & ADDRESS OF THE CLEANING AGENCY) FOR UPKEEP, CLEANING AND MAINTENANCE OF THE TOILETS, URINALS, BATHS, WASH BASINS, FLOOR AREA & CAMPUS OF DISTRICT HEAD QUARTER HOSPITAL, _____, DISTRICT - _____

This agreement made on this day of _____ BETWEEN the Rogi Kalyan Samiti represented by its Member Secretary, DHH, _____ District - _____ (here-in-after called the "The Authority" which expression shall unless excluded by or repugnant to the context, be deemed to include their successors in office) of the one part AND the Chairman, _____ (Name & address of agency) (here-in-after called "The Organization" which expression shall unless excluded by or repugnant to the context, be deemed to include his surviving or other persons entitled to share including his heirs, executors, administrators, representatives, 'Assignees' or 'Successors' in THE office) second party.

WHEREAS the organization is registered under the Societies Registration Act. And recognized by various Governments and is dedicated to public welfare services, has designed and undertaken the operation and maintenance of toilets, urinals, baths, wash basins and floor areas.

AND WHEREAS the Authority desirous of executing the work of upkeep, cleaning and maintenance of the toilets, urinals, baths, wash basins and floor areas in District Head Quarter Hospital, _____ including the premises.

AND WHEREAS the Organisation has offered to execute the above work for the period of one year from _____ to _____ AND WHEREAS the Authority has accepted the offer for an amount of Rs. _____ (Rupees _____) only per month which includes associate members & material cost.

AND WHEREAS both the Parties agree that the above payment will be made on monthly basis i.e. on the first week of every month by crossed account payee cheque.

AND WHEREAS the Parties hereto are desirous and have found it necessary and expedient to record the terms and conditions in respect of the aforesaid work into an agreement.

NOW THESES PRESENTS WITNESS and it is hereby and in between the Parties hereto as follows:

- i. The Organisation shall continue the aforesaid work for a period of one year starting from _____ to _____ and continuation of the same will be based on satisfactory performance of assignment.

- ii. The Organisation i.e. the 2nd Party is required to give 50% of their monthly charges to DHH RKS as performance security which will be refunded on satisfactory completion of the work during the contract period.
- iii. Price escalation in future, if any will be paid in case of rise in prices to the service provider except any statutory increase.
- iv. The Organisation should clean the District Head Quarter Hospital, _____ as per the following specification.
- a. All the workers engaged by the organization in the District Head Quarter Hospital, _____ shall have the uniform.
 - b. All staffs of the organization shall bear photo identity card during the period of work, which shall be duly signed by the member secretary of RKS, DHH _____ & Representative of _____ (organisation).
 - c. All workmen/manpower to be engaged by the contractor should be covered under the statutory government regulation framed from time to time.
 - d. RKS of DHH may request the contractor to withdraw any of his workers from the hospital without assigning any reason, with 24 hours prior intimation if need arises.
 - e. The contractor shall abide by all the rules and regulations relating to labour laws, accident, workmen compensation act, workmen insurance, ESI, PF etc. This will be the sole responsibility of the contractor. RKS, DHH will not be a party at any stage to any kind of dispute relating to the above. In case any liability arises due to non-performance by the contractor, under no circumstances RKS of DHH will be liable for the same.
 - f. Any damage/pilferage to DHH property due to mishandling, carelessness of the contractor or his workmen will be recoverable from the contractor's bill and all materials issued to contractors shall be the sole responsibility of the contractor during the period of the contract.
 - g. Contractor should depute a qualified and dedicated staff to manage the hospital, who will co-ordinate in work execution activities and interact with the RKS of DHH representatives, responsible for supervision of the work.
 - h. The contractor will provide for all necessary materials, tools, equipments and working consumables etc. needed for execution of the work. Safe custody of all such materials will be contractor's whole responsibility. No extra charge will be paid for the same.
 - i. All the employees will have to be covered under insurance against any personal accident and RKS of DHH will not be liable for payment of any compensation on that account.
 - j. During execution of work, the contractor should follow all standard norm of safety measures/precautions to avoid accidents/damages to man, machines and buildings etc. On non-adherence to this clause, suitable fines, as decided by the Governing Body of RKS will be imposed.
 - k. The floor area of DHH, _____ shall be cleaned as per Annexure – 1, detail of which are enclosed to this agreement.

1. The cleaning will comprise of all areas mentioned as per Annexure - 1 followed by wet mopping using disinfectant, dusting of office furniture, hospital furniture, electrical & medical equipment, cleaning of window panes, shutters, doors and as and when required in the wards and other areas, removal of cobwebs and washing bath rooms, wash basins, W.C., mirrors in all the toilets and in room main gates and lobbies.
 - 1) Cleaning of toilets & urinals:-
 - a. This will include regular cleaning of all toilets bowls, pans, urinals & wash basins and any other porcelain components using soap/detergent solution & water.
 - b. All toilets/urinals floors are to be cleaned using soap/detergent & mopping. The floors are to be wiped dry. All other areas in the toilets & urinals i.e. walls, roofs, pipes, mirrors, if any are to be cleaned & maintained dust free.
 - c. The toilets should be maintained so clean & dry and there shall not be any fowl smell coming from this. Moreover Odonil, Naphthalene cakes should be used in toilets on daily basis.
 - 2) Cleaning of Drains:- All drains shall be cleaned daily & as required so as to ensure smooth discharge of wastewater. There shall not be any stagnation & over flowing of water.
 - 3) Cleaning of Floors:- Sweeping & moping of all common passage & platforms within DHH, _____ premises. The floors should be wiped & dry. All other structures in the offices, wards, OPD etc. i.e. walls, roofs, doors & windows are to be kept cleaned & dust free. There shall not be any cobwebs in the building of the DHH, _____.
 - 4) Sanitation of the entire area:- Sweeping & cleaning of the entire campus of DHH, _____ including cutting of bushes & pruning of trees if any are to be done, as & when required.
 - 5) There should be a periodical spraying of insecticide/rodenticide/pesticide for removal of flies, rodents and pests.
 - 6) Cleaning of overhead tanks, sumps, drains, gully trap inside the building drains leading and connected with the main sewage line. These areas are to be cleaned once in every two months and as and when situation demands or as advised by the hospital Administration time to time.
 - 7) Daily dusting and cleaning of furniture provided in outdoor, wards & offices of DHH.
 - 8) Proper upkeep and maintenance of mosaic floor, wall, ceiling, exterior wall etc.
 - m) Quality of materials to be used for cleaning & maintenance shall be of high standard and after approval by the hospital authorities.
 - n) Safe space to store the cleaning materials shall be provided by the DHH, _____.
- v. The Organisation shall regularly clean and maintain the aforesaid work to the best satisfaction of the Authority. The Organisation and its social workers shall have the right to access into the premises for due performance of the contract and for execution

of the contract by its own man power, materials & apparatus as the case may be and social workers will be under the sole responsibility and control of the organization.

- vi. The Authority shall extend all necessary co-operation, assistance and facilities to the Organisation in performing the work.
- vii. The Authority shall have the right to inspect the said work during the cleaning period and the right to issue such order and direction to the Organisation as may be considered necessary in conformity with this agreement. The Organisation shall ensure that such orders are complied with.
- viii. The Organisation shall not entrust the work given as mentioned under this agreement by the Authority to any other Party or Parties in the contract period.
- ix. The hospital waste shall be collected and disposed off inside the hospital as per order of the competent authority.
- x. Any matter not covered by this agreement will be mutually settled by the Parties to this agreement. In case of disputes between the Parties the decision of the Collector, _____ will be final and binding or the disputes may be settled by a remittal Arbitrator chosen by the Parties.
- xi. In case of any dispute arising between the parties, copies have to be filed only within the jurisdiction of _____ district.
- xii. In case of the work executed is not to the satisfaction of RKS, DHH then on advice of the Executive Committee of RKS, the CDMO of DHH, _____ shall issue show cause notice to the 2nd party to comply the conditions as mentioned in the agreement. In case of non-compliance 1st party may terminate the agreement and also can forfeit any amount due to 2nd party.

IN WITNESS WHEREOF the Parties hereto have signed this agreement on the day _____ and year, first above written.

Signature of Witness

Signature & seal of 1st Party

1.

2.

3.

Signature & seal of 2nd Party

4.

Standard for Evaluation of Technical Bid for out sourcing of Cleaning Activities

Name & Address of the Organisation/Agency/NGO: -

(For Official use only)

Sl.No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1	Organisational constitution Registered Company/ Firm 5 Marks NGO 3 Marks Others 2 Mark	10 Marks		
2	Years of Experience 1 Mark for every year of experience	10 Marks		
3	Staffs (i) Semi - skilled Staffs 1 mark for each skilled staff (ii) Unskilled Staff 0.5 mark for each unskilled staff	10 Marks		
4	No. of Assignments (i) Finished 1 mark for every finished assignment (ii) Current Assignments in hand 1 mark for every assignment in hand	10 Marks		
5	Amount of investment in Equipment & Tools (modern technology) 1 mark for every Rs.50000/-	10 Marks		
		50 Marks		

Note: - Organisation/ Agency, securing at least 50% of Maximum Marks will be eligible to participate in financial bidding process or else the executive committee of RKS can relax the 50% criteria depending upon the emerging situation.

Guidelines for Hiring Security Services for District Headquarter Hospitals.

ADVERTISEMENT

ZILLA SWATHYA SAMITI

The Rogi Kalyana Samiti of _____ District Head Quarter Hospital invites sealed proposal along with quotation from registered private organization/company for engagement of Security Agency. The Agency having track record, manpower, capacity and relevant experience in this line is eligible to apply. The agency must be able to provide round the clock security services to the District Head Quarter Hospital. The details of the terms and conditions can be obtained from office of CDMO or can be downloaded from website _____. Interested parties / Organizations / Agencies should submit their proposal in prescribed format (technical as well as financial bids) along with all supporting documents in sealed envelope to the office of Chief District Medical Officer,....., by positively. The pre-bid discussion is to be held on at (in the office of CDMO).

**CDMO-cum-Chairman,
Executive Committee, RKS**

Annexure I**Terms & Conditions (TOR) for providing Security Service**

- 1) That the agency shall provide security arrangements for CDMO, District Hq. Hospital, _____ located at _____ with effect from _____.
- 2) That the agency would undertake to engage, employ and provide the requisite number of trained Ex-servicemen for the purpose and also be responsible for payment of their emoluments and dues, discipline and work. In situations where Ex-servicemen are not available others can be engaged for the purpose by the Agency.
- 3) That the entire responsibility for taking security measures of the said building/ premises is of the agency and the 1st party will not be liable to pay anything for the security lapses as provided. The agency will be responsible for any loss of property etc. for the negligence of the persons employed by it.
- 4) The 1st party shall pay to the said contractor on the 7th day of each subsequent month against his running bill 100% of such as he claims or entitled to on the satisfaction of the services rendered and according to the approved rates mentioned in the schedule/ rates appended hereto.
- 5) That 1st party shall not be liable to pay any sum of money to the contractor or any one else claiming under this contract over and above what is payable under this contract to the contractor.
- 6) All moneys which the said contractor shall be liable to pay to the 1st party on account of the breach of this agreement/contract or on any other account shall be deducted by the said 1st party and set off against any money or moneys which may be due to the said contractor on account of the carrying out the services of the contractor.
- 7) That contractor shall remain liable to and shall indemnify the 1st party in respect of all causes of action, claims, damages, compensation or costs, charges and expenses arising out of any accident or injury sustained by the public or employees with the contractor or any person claiming to be the agent of the contractor etc. while in or upon the services being rendered out of any act, default or negligence, error in judgment on his part.

- 8) The 1st party shall be entitled to determine this agreement/contract and discharge the contractor without prejudice to other rights and remedies available to it, if the contractor shall become insolvent or fails and/or neglects to carry out instructions on its behalf or to complete the services or suspend the same or delay the progress thereof without reasonable cause. It is made clear that the essence of this contract is the satisfaction of the 1st party regarding the performance and proper execution of the services.
- 9) In case of termination of this agreement or contract and/or discharge of the contractor as hereinbefore stipulated, the 1st party shall be entitled to appoint a new contractor or contractors to continue according to the 1st party's specifications and authorize the contractor/contractors to use any plant, materials and the property of the contractor left upon and the contractor shall, in such case lose and forfeit all the interest whatsoever under this agreement or contract, except his claim for money unpaid on settlement of account between the parties and security of all this bills.
- 10) The contractor shall at all point time, during the currency of the Agreement/Contract, follow the laws applicable for the purpose of carrying out the services for the 1st party.
- 11) The contractor shall carry out any work that may arise directly or indirectly for executing the services which may be incidental for the purpose of rendering the said services.
- 12) In case any dispute or difference shall arise between the parties during the currency of or after the agreement/contract has come to an end after the period of this agreement gets over which ever is earlier or abandonment of the work/services as to the meaning of this contract or touching or relating either to the services or to any other matter or thing arising directly or indirectly under this agreement/contract, then, and in such an event, the same shall be referred to Arbitrator and the final decision of a single Arbitrator to be appointed by the 1st party who alone shall consider and determine the same and whose certificate or award shall be binding and conclusive upon both the said parties.
- 13) The agency shall provide and thereafter maintain insurance against all risks in respect of its property, staff and any equipment used for the execution of this contract.

14) In the event the agency requires the services of sub- contractors, the agency shall obtain the prior written approval and clearance of RKS/DHH.

15) The party shall use its best efforts to settle amicably and dispute, controversy or claim arising out of or relating to this contract.

16) The agency will ensure that no employee below 21 years is employed under this contract.

17) The specific duties and responsibilities of the security agency shall be

- Control entry and exit of people.
- Receives incoming telephone calls after working hour through the office telephone.
- Guard all the property of the hospital.
- Patrol premises and grounds after working hours, maintain security of the office premises and goods.
- Verify that all doors and windows are locked.
- Ensure that unauthorized vehicles are not parked outside the premises.
- Support investigation of damage, accidents and incidents to determine causes circumstances and participants, prepare reports.

18) For agency following document is required.

- a. Copies of (i) Registration certificate of company
- b. (ii) Specific official license for providing physical security.

19) For each security guards the CV with following information is to be submitted

- a. High School or Diploma
- b. Appropriate security Training.
- c. Previous work experience.

20) The agency shall provide uniform, equipments and Identity Card to each of its personnel engaged under this arrangement.

21) Duration of contract:

Contract will be signed for one year and can be renewed for the same period on satisfactory performance of the agency.



Application form for out sourcing of Security Arrangement in DHH.....

Name of the Agency	
Address with Ph. No.	
Contact Person Address with Ph. No.	
Status of the Agency (Attach supporting Documents)	
No. of employees on roll	
Working Experience in the related Field of Services (if any) specify	
Implementation Plan	
Budget estimates for this proposal (in the desired format)	
Organizational Contribution if any	
Indicators of achievement	

Supporting Documents to be attached :-

1. Supporting documents with regards to Status of Agency.
2. Annual report of last year.
3. Audit Report of last 3 years.
4. Service Tax Registration No. if any.

Date: -

Place: -

Authorized Signatory

40

Format of Technical Bid for out sourcing of Security Services

Name & Address of the Organisation/Agency/NGO: -

Sl.No.	Criteria	Particulars
1	Organisational constitution Registered Company/Firm NGO Others	
2	Years of Experience	
3	Staffs (i) Semi - skilled Staffs (ii) Unskilled Staff	
4	No. of Assignments (i) Finished (ii) Current Assignments in hand	
5	Amount of investment in Equipment & Tools (modern technology)	

Format of Financial Bidding for out sourcing of Security Arrangement at DHH.....

Name & Address of the Organisation/Agency/NGO: -

Sl.No.	Particulars	Monthly Remuneration	Requirement in No.s	Total Cost
1	Manpower Cost			
	Semi- Skilled labour			
	Unskilled labour			
	supervisor			
2	Service Charges			
3	Service Tax			

Sub Total _____

Total Cost per month _____

Total Cost per Annum _____

Articles of Agreement

This agreement is made on the _____ day of _____ 2007 between
The RKS (Member Secretary), Dist. Headquarter Hospital, add.....
(herein after call the first party of the one part)

And

M/S _____ (Security Agency with their full address)
represented through Proprietor/Director (herein after called second party) of the other
part.

Whereas the RKS of _____, DHH desires to have certain services as per the
terms and condition mentioned in the Appendix – I to this agreement executed on the
basis specification/schedules/rates and each of which documents has been kept signed in
duplicate by on behalf of the parties hereto for the purpose of identification and shall be
treated as part or parts of this agreement.

Now it is hereby agreed by and between the parties as follows:

1. For the consideration herein after mentioned, the contractor shall, upon and
subject to the conditions annexed hereto, execute and complete the works as
shown and described.
2. That this agreement/contract is valid for period of one year.
3. That first party will pay the contractor a lump sum amount of Rs.2000/- (Rupees
two thousand only) p.m. for such other sum as shall become due depending upon
no. of persons asked for by the first party and payable here under in accordance
with the rates of acceptance of the schedules of rates per person engaged.

Conditions

1. The said contractor shall execute/provide the services as mention in Appendix-I
with his own efforts and labour according to the direction of the first party or its
duly appointed person/agent given from time to time.

2. The said contractor shall during the currency of the agreement, provide such labour as his required for carrying out the services as contained in the Appendix-I (page 1 to 2).
3. The said contractor shall execute the said services under his direct personal supervision and in the best workmen like manor and shall not on any account whatsoever employ a sub-contractor except with the prior written consent of the first party, which the first party may in absolute discretion with hold without assigning any reason.
4. That the agency shall provide complete continuous security measures through out the 24 hours by changing the personnel in rotation or replacement. The position of the security guards will be intimated by the first party.
5. That the first party on its part shall at no time, directly or indirectly employ the services of or deal with any person introduced by the agency for a period of one year from the date of termination of the contract.
6. The retainership fee for providing security services will be as per the rate prescribed by the Director General Resettlement / District Soldier Board or any other body of Ex-servicemen, recognize for the purpose by the State Govt. as the case may be.
7. That the tenure of the service agreement shall be initially for a period of one year with effect from _____ and thereafter itself continue till either side intense to terminate giving one month notice in advance to the other side or paying one months dues in lieu of the notice.
8. That the first party on its part shall not be liable to pay any charges, dues, compensation under any of the industrial loss or other loss applicable in this behalf to the personnel which shall be responsibility of the agency only who shall be the employer of such personnel.
9. Any dispute arising out of or in relation to this agreement shall be referred to a sole arbitrator to be appointed by the Executive Committee of CDMO/RKS _____ as per the Indian Arbitration Act. The sheet of the arbitration shall be at _____ and the proceedings shall be governed by the Indian Arbitration Act 1940.

10. The Contractor shall give a notice before one month in advance in case of discontinuance of this contract.

11. That payment may be made CDMO/RKS _____ after deducting the applicable taxes i.e. service charges & TDS as the case may be.

IN WITNESSES whereof the parties have hereunto said their hands and seals the day and year above written.

Witness:

1.

First Party

2.

Second Party

Standard for Evaluation of Technical Bid for out sourcing of Security Services

Name & Address of the Organisation/Agency/NGO: -

(For Official use only)

Sl.No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1	Organisational constitution Registered Company/ Firm 5 Marks NGO 3 Marks Others 2 Mark	10 Marks		
2	Years of Experience 1 Mark for every year of experience	10 Marks		
3	Staffs (i) Semi - skilled Staffs 1 mark for each skilled staff (ii) Unskilled Staff 0.5 mark for each unskilled staff	10 Marks		
4	No. of Assignments (i) Finished 1 mark for every finished assignment (ii) Current Assignments in hand 1 mark for every assignment in hand	10 Marks		
5	Amount of investment in Equipment & Tools (modern technology) 1 mark for every Rs.50000/-	10 Marks		
		50 Marks		

Note: - Organisation/ Agency, securing at least 50% of Maximum Marks will be eligible to participate in financial bidding process or else the executive committee of RKS can relax the 50% criteria depending upon the emerging situation.

Guideline for Engagement of Attendant-cum-Helper in DHH

Under NRHM provision has been made to provide Attendant-cum-Helper to each of the 30 DHH, RGH Rourkela and Capital Hospital Bhubaneswar as per the strength of hospital. These Attendants should not be engaged as Sweeper, rather they should be engaged for the purpose of carrying patients from ward to ward, ward to OT / labour room etc. by stretcher and if possible they may be engaged in running a help desk at the entry point on 24 hour basis with the help of NGO, so that a patient would not face any difficulty in reaching at the right place in DHH where an early treatment can be provided. These Attendant-cum-Helpers will assist, help and if required carry the patient to right place of treatment as quick as possible.

CDMOs should first explore the possibility of engaging them through an agency. The ToR and agreement enclosed for hiring of security agencies can suitably be modified in this case.

- It is up to the District Headquarter Hospital, RKS that if they feel the requirement of washer men then they may engage 1 or 2 person out of this Attendants.
- The Attendant shall undertake all assigned jobs as per the above described job specifications.
- The job responsibility shall be assigned in consultation with Executive Committee of DHH RKS & supervised by Matron of DHH till the joining of Hospital Manager.
- The Attendant should have at least 7th pass qualification.
- The Attendant shall be engaged on a daily wages basis with a limit of Rs.2000/- in a month.
- Based on work certificate issued by Matron / Hospital Manager wages may be released on the approval by the Member Secretary of the RKS.
- If similar personnel is already engaged from user fee by DHH and no further personnel is required, their remuneration can be met out of this allotment.

Engagement of Plumber and Electrician in DHH

Under NRHM, provision has been made to provide one plumber and one electrician to each of the 30 DHH, RGH Rourkela and Capital Hospital Bhubaneswar. The objective is to facilitate the water availability and power supply to the Headquarter Hospitals.

- The plumber and electrician shall be engaged on a daily wage basis by the RKS of the DHH.
- The plumber and electrician engaged should be either ITI trained or a diploma holder.
- The plumber and electrician shall undertake all repairs and be responsible for smooth operation of water supply and electricity in the hospital.
- Activities shall be assigned and supervised by the Matron of the district hospital till the joining of the Hospital Manager.
- A complain register shall be maintained by the Matron/ Hospital Manager of the concerned DHH. Based on the complaints received, she/he will assign work to the Plumber & Electrician counter signed by ADMO (Med.).
- Based on work done certificate provided by Matron/ Hospital Manager remuneration shall be released on the approval by the Member Secretary of the concerned RKS.
- The maximum amount which can be spent in a month as remuneration is Rs.2500/- per month for each of them.
- In case similar person have already been hired by the DHH out of user fee etc., their remuneration can be paid out of this allotment.