

REQUEST FOR QUOTE

Document for

**IDENTIFICATION OF STRATEGIC BUSINESS PARTNER
FROM EMPANELLED FIRMS FOR PROVIDING FACILITY
MANAGEMENT SERVICES AT AIIMS , RAJKOT**

RFQ No: HLL/HCS/RFQ/2023-24/17 Dated 18.03.2024



HLL LIFECARE LIMITED

(A Govt. Of India Enterprise)

CIN : U25193KL1966GOI002621

HLL Bhavan, Poojappura,

Thiruvananthapuram -695012, Kerala, India

Tel: 0471 2354949, email: hcstenders@lifecarehll.com

www.lifecarehll.com

NOTICE INVITING REQUEST FOR QUOTE (RFQ) FOR IDENTIFICATION OF STRATEGIC BUSINESS PARTNER FROM EMPANELLED FIRMS FOR PROVIDING FACILITY MANAGEMENT SERVICES AT AIIMS, RAJKOT

HLL Life care Limited, a Government of India Enterprise, invites financial quotes from empanelled firms (Support Services Management In Healthcare Facilities) for providing facility management services at AIIMS, Rajkot under the terms and conditions laid out in this RFQ document. Scope of Services includes

1. Mechanized Laundry Services
2. Annual Maintenance Contract (AMC) of cleaning of Water Tanks
3. Pest and Rodent Control Services
4. Outsourcing of Patient Diet Services

Brief details of RFQ are as below.

RFQ No	:	HLL/HCS/RFQ/2023-24/17 Dated 18.03.2024
RFQ PUBLISHING DATE	:	18.03.2024 10.30 hrs
LAST DATE AND TIME FOR RECEIPT OF RFQ	:	25.03.2024, 14.00 hrs
TIME AND DATE OF OPENING OF THE RFQ	:	26.03.2024, 14.00 hrs
EMD	:	Rs. 30 Lakhs
PLACE OF OPENING OF RFQ	:	HLL LIFECARE LIMITED HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2354949
ADDRESS FOR COMMUNICATION	:	AVP(HCS) i/c HEALTHCARE SERVICES DIVISION HLL LIFECARE LIMITED, HLL BHAVAN, POOJAPPURA, THIRUVANANTHAPURAM, KERALA- 695012 PHONE NO: 0471 2775500
EMAIL ID	:	hcstenders@lifecarehll.com

AVP(HCS) i/c
HEALTHCARE SERVICES DIVISION

DISCLAIMER

The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this RFQ Document. All information contained in this Notice Inviting Tender (NIT) provided / clarified are of good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

The information contained in this RFQ Document or subsequently provided to Bidder(s) whether verbally or in writing by or on behalf of HLL Lifecare Limited (HLL) shall be subject to the terms and conditions set out in this RFQ Document and any other terms and conditions subject to which such information is provided. Though adequate care has been taken in the preparation of this RFQ document, the interested firms shall satisfy themselves that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the last date of submission of RFQ mentioned in the document, it shall be deemed that the RFQ document is complete in all respects and firms submitting their bids are satisfied that the RFQ document is complete in all respects. If a bidder needs more information than what has been provided, the potential bidder is solely responsible for seeking the information required from HLL.

HLL reserves the right to provide such additional information at its sole discretion. In order to respond to the Bid, if required, and with the prior permission of HLL, each bidder may conduct his own study and analysis, as may be necessary. HLL reserves the right to reject any or all of the applications submitted in response to this RFQ document at any stage without assigning any reasons whatsoever. HLL also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFQ. HLL reserve their right to not to proceed with the project or to change the configuration of the project, to alter the timetable reflected in this document or to change the process or procedure to be applied in planning/execution. HLL also reserve their right to decline to discuss the project further with any party after submitting the tender.

HLL reserves the right to change/modify/amend any or all of the provisions of this RFQ document. Such changes would be posted on the website of HLL (www.lifecarehll.com) and the CPP portal. Neither HLL nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to the principles of restitution for unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFQ document, any matter deemed to form part of this RFQ document, the award of the Assignment, the information and any other information supplied by or on behalf of HLL or their employees and Bidder or otherwise arising in any way from the selection process for the Assignment.

DEFINITIONS

- a. "HLL" shall mean HLL Lifecare Limited, a public sector enterprise under Ministry of Health and family Welfare , Govt of India .
- b. "Bid"/"Tender" shall mean the signed offer submitted by the Bidder in response to this NIT.
- c. "Bidder (s)"/ "Tenderer(s)" shall mean all eligible parties participating in the bidding process pursuant to and in accordance with the terms of the NIT.
- d. "Earnest Money Deposit (EMD)" shall mean the amount to be deposited by the Bidders with the Bid.
- e. "AIIMS" or "Client" means All India Institute of Medical Sciences, Rajkot or their authorized representatives.
- f. "Contract Agreement" shall mean the agreement to be signed between the Successful Bidder and HLL for the execution of the Project.
- g. "Evaluation Committee" shall mean the committee constituted by HLL for the evaluation of the bids.
- h. "NOA" Notification of Award shall mean the letter issued by the HLL to the Successful Bidder
- i. "Project" shall mean providing Facility Management Services at AIIMS Rajkot for which this RFQ has been issued.
- j. "Project Manager" shall mean the HLL authorized deputy who will be in charge of the said project.
- k. "SBP" " Service Provider" shall mean Strategic Business Partner finalized through this RFQ
- l. "Site" shall mean the place where the location of the AIIMS for which the services as mentioned under the scope of work for the Project are to be carried out and the details of which are provided in this RFQ
- m. "Start of Work" shall mean the date of commencement of works by the SBP.

SECTION-1 INSTRUCTIONS TO BIDDERS (ITB)

1. COMPANY BACKGROUND

HLL Lifecare Limited is a Government of India “Mini Ratna” Public Sector Enterprise, under the Ministry of Health and Family Welfare, Government of India. (Hereinafter known as “HLL”). Over the years, HLL has grown to serve many new areas in the field of healthcare in India in addition to manufacturing of contraceptives, and medical products.

HLL’s purpose of business is “to be a globally respected organization focusing on inclusiveness by providing affordable and quality healthcare solutions through continuous innovations”. In its quest to become a comprehensive healthcare solutions provider, HLL had diversified into hospital products and healthcare services, while nurturing its core business of providing quality contraceptives.

Healthcare Services Division

The Healthcare Service Division (HCS) of HLL is setting up and operating High-end path lab facilities and imaging centres across the country partnering with various State Governments and Central Government Institutions. The purpose of this division is to make available the high end path lab diagnostic facilities and imaging facilities to poor and needy patients at a much affordable rates. At present, HCS division of HLL has its presence in seven states.

2. INTRODUCTION

The Healthcare Services (HCS) Division now plans to expand its business by foraying into Hospital management services with emphasis on non-clinical services. Healthcare Services (HCS) Division has analyzed the potential of this market and plans to form a new Business segment to capitalizing on its core capabilities and business infrastructure. HCS intended to associate with reputed entities that are having proven track record and necessary infrastructure in this field. Accordingly HLL had invited an Expression of Interest (EOI number : HLL/CHO/HCS/HM/2022-23/03 Dated 21-03-2023) for empanelment of Strategic Business partners for support services management in healthcare facilities. This EOI was floated in eprocurement portal of Government of India and after scrutiny the firms who met the EOI qualification criteria were empanelled.

As per EOI terms, on case to case basis whenever requirement arises, financial offers will be invited from the technically qualified firms against the specific technology for which they are qualified. Final selection will be done based on the weight-age as detailed below.

Sl. No	Overall Criteria	Weightage
1	Technical-Commercial Evaluation	70%
2	Price Bid Evaluation	30%

3. SCOPE OF RFQ:

HLL had signed an MoU with AIIMS- Rajkot for providing hospital management services namely : Dietary Services, Mechanized Laundry, Pest Control and Water Tank Cleaning within the Premises of AIIMS Rajkot. Detailed scope of work for each service is given at Section 4. HCS intends to execute this project with support from Strategic Business Partner (SBP) who will be selected from the empanelled list of SBPs as mentioned above. Engagement of the SBP will be on revenue share model with a minimum assured revenue share of 8% to HLL.

3.1 Scope of Strategic Business Partner

- To provide all services specified in the Scope of Work of this RFQ (Detailed Scope of work is given at Section-4) with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry.
- Incur necessary capital expenses including the turnkey work of the facilities, providing necessary infrastructure and accessories essential for the performance of the scope of work etc as per the requirement of HLL.
- Meet all the operational, maintenance and other recurring expenses during the day to day execution of the project
- To employ appropriate advanced technology, systems, best practices, safe and effective equipment, machinery, material, and methods. The SBP shall always act, in respect of any matter relating to this assignment, as faithful advisors to the HLL and shall, at all times, support and safeguard the HLL's legitimate interests in any dealings with third parties.
- Ensuring uninterrupted operations during period of engagement
- Any other related work assigned by HLL for smooth setting up and execution of project.
- Meet all statutory and regulatory guide lines and requirements
- Maintain the quality standards and the strict adherence to the SOP/protocols
- Daily, Weekly, monthly Reports and Coordination with all stakeholders.

- To maintain highest quality standards for the service delivery to beneficiaries at all times.
- To take insurance policies covering all risks caused to and caused by the employees / labours placed by them. The absence of any such insurance shall be at the cost and risk of the SBP.
- Timely release of salary to the employees / labours placed by them.
- Ensure Minimum wages Act and all other statutory obligations applicable during the currency of contract.
- Working hours would be normally 8 hours per day during working days and applicable weekly off and other eligible leave as per applicable law shall be given to the staff. In case of such leaves retainer arrangements shall be made by the SBP at no additional cost to HLL.
- Timely procurement of utensils / consumables/ equipments etc as per the approved list of HLL and to provide uninterruptedly all necessary materials including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service.
- Uniform, ID card and other allied requirement as approved by HLL.
- To ensure that all the personnel engaged by the SBP shall have to be in proper uniform during duty hour.
- To ensure that all the personnel engaged by the SBP shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned).
- To ensure placement of qualified and dedicated personnel is deputed to supervise under scope of work activities to ensure quality and efficiency in service and to act as a contact person to co-ordinate and interact with the corporation management.
- SBP has to arrange a system/software to capture and record all activities in order to facilitate the invoice preparation and submission by HLL to AIIMS Rajkot. HLL shall have full access to this system/software.
- To maintain location-wise log book to record all activities carried out for checking and reference.
- To ensure that all standard safety norms are been followed during execution of work by the SBP to avoid accidents causing damages to personnel, machines, buildings, etc.
- To ensure that the personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of the HLL and its Client.

- To comply with all applicable laws, rules, and regulations in the performance of their obligations under the contract.
- To obtain and maintain all necessary licenses and permits required for the provision of the services under the contract.
- To ensure timely payment / contribution of the EPF, ESI, Bonus etc as per the relevant Acts. Any failure shall be the sole responsibility of the SBP.
- Maintaining of All registers including attendance registers and other documents required for proper recording of the activities under scope of work and invoice preparation.

3.2 Scope of HLL

- The complete Strategic Design, Planning and execution of the project
- Project operation monitoring and coordination
- Formulation of SOP and operational protocols
- Formulation of quality standards and QA protocols
- Periodic Reviews to ensure compliance with obligations and timelines
- Obtain the regulatory compliances for HLL

3.3 Revenue Sharing Model

- a) HLL intends to execute this project on a revenue sharing basis.
- b) SBP has to provide services as detailed in Scope of work of this RFQ document.
- c) As per the agreement with AIIMS, Rajkot, HLL will receive the payment for the services after submission of bills. For this SBP must complete all its obligations and facilitate the timely submission of invoice by HLL within the timelines, through providing necessary documentations and payment certifications.
- d) Against the revenue received from AIIMS, Rajkot, HLL will retain the revenue share as agreed by SBP through their financial bid. Remaining eligible amount, after deducting all expenses incurred by HLL and applicable statutory deductions, shall be released to strategy partner.
- e) Any expense incurred to HLL on account of operations or other with respect to this project is to be reimbursed to HLL.
- f) SBP shall make independent assessment of proposed project and submit their financial quotes. Financial quote of the SBPs shall specify the revenue share percentage acceptable to share with HLL for this particular proposal. Financial quotes will be evaluated based on the revenue share percentage to HLL over and above the minimum value of 8%.
- g) Financial Quote has to be submitted as per the format provided in CPP portal.

- h) Bidders will be evaluated based on the QCBS method, as detailed in the Expression of Interest document for empanelment, and bidder who is having highest total score (H1 bidder) will be finalised as the SBP for this project.
- i) Period of engagement will be terminated on completion of the project or closure of the project by HLL's clients after issuing sufficient notice period to HLL as per the agreement terms.
- j) HLL will have the right to reject proposals if they are found to be unacceptable.

3.4 **General Terms and Conditions**

1.	While this RFQ has been prepared in good faith, HLL does not make any commitment or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statement or omission herein, or the accuracy, completeness or reliability of information contained herein, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this request, even if any loss or damage is caused by any act or omission on its part.
2.	The process of inviting RFQ is for ascertaining various options available to HLL. After evaluation / examination of the offers, HLL may at its sole discretion decide further course of action.
3.	On submission of financial bid, participant confirms its acceptance to all terms and conditions of RFQ and scope of work.
4.	On submission of financial bid, participants must ensure and confirms to HLL that they have complied with applicable Laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which in the aggregate have or may have an adverse Effect on its ability to perform its obligations under the scope of work of this RFQ
5.	RFQ participants are requested to keep the information and details strictly confidential.
6.	HLL shall not be responsible for any expense incurred by Parties in connection with the preparation and delivery of their RFQ and other expenses.
7.	HLL reserves the right to deal with the proposal in any manner without assigning any reasons for the same. The decision of HLL in this regard shall be final.
8.	The Bidder to indemnify HLL from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc as charged by the customer.

3.5 **Other Terms and Conditions:**

- 3.5.1 The human resources employed to carry out scope of work shall be SBP employees and will be remunerated/paid directly by the SBP.
- 3.5.2 The SBP must comply and adhere to the Labour Laws central/state, Workmen Compensation Act, EPF Laws, ESIC Laws, Income Tax Laws , Minimum Wages Laws, Bonus

- laws, Contract Labour (Regulations Abolition Act), 1970 and the Rules made there under for the time being in force, or any other law in force. Necessary labour license for both the labour inside & outside the state should be obtained.
- 3.5.3 The SBP must ensure that all official records of disbursement of wages/salary, showing specifically details of all deductions such as ESI, PF etc. in respect of all the staff deployed in premises of the client are maintained and available for inspection as required by HLL.
- 3.5.4 The SBP shall maintain a personnel file in respect of all the staff, deployed in Client's Site. The personal files shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary /Permanent and all grievances recorded by the staff vis-a-vis action taken etc.).
- 3.5.5 The SBP shall submit the details of amount deposited on account of EPF, ESI and Bonus etc. in respect of the deployed personnel to the concerned authorities from time to time. The SBP if called for shall produce to HLL authority the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
- 3.5.6 It shall also be the responsibility of the SBP to ensure that they shall not employ any person below the age of 18 years old.
- 3.5.7 In case of SBP not having the required clearances or licenses at any point during the agreement, the agreement shall be terminated with immediate effect under risk and cost of the SBP and without any financial repercussions to HLL and any pending work will be arranged from alternate sources at the risk and cost of SBP
- 3.5.8 The SBP is required to ensure that sufficient number of persons are employed with staggering duty timings etc. so that facilities will remain available during normal working hours as well as beyond depending on the need.
- 3.5.9 Wherever there is a demand of 24x7 un-interrupted services then number of persons considering 8 hour per shift shall be provided.
- 3.5.10 There shall be a nodal person in the SBP organization whose contact details shall be shared and should be available for contact at all times and shall be required to handle.
- 3.5.11 SBP shall define the escalation mechanism in case of any operational issue/ failure that is beyond the capability and control of nodal officer appointed. The same shall be shared with HLL
- 3.5.12 The SBP shall make his own arrangement for commuting the personnel required to manage the work to the premises where services are to be rendered and no claim for offering residential accommodation shall be accepted.
- 3.5.13 In case of delay in reporting for the work resulting in user department not able to get services required as per schedule, penalties for violation shall be applicable as on back to back basis as imposed by HLL's client.
- 3.5.14 In case of services like maintenance the SBP should compile all details regarding equipment and services to be maintained, Warranty/AMC details, requirement of spares

- and accessories etc. and ensure timely action for smooth and optimum output of the site.
- 3.5.15 The SBP shall provide uniforms to the different categories of personnel deployed by him and would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards wherever applicable. All staff would be in a neat, clean and well-groomed appearance and should carry proper ID cards as provided by the SBP including proper name badges. In case of violations suitable penalties shall be applicable.
- 3.5.16 The SBP shall comply with all rules and regulations regarding safety and security of its employees and HLL will in no way be responsible in any manner in case of any mishap to its personnel.
- 3.5.17 The SBP shall cover its personnel for personal accident and death whilst performing the duty and HLL shall own no liabilities and obligations in this regard.
- 3.5.18 In case of late reporting/ any incidence of disobeying instructions or misbehaving, by the staff deputed by SBP, suitable penalties as imposed by the client shall be applicable on back to back basis.
- 3.5.19 The SBP should ensure that their personnel do not consume alcohol/do not smoke/do not take drugs in premises of user department. Further all are required to have working mobile and numbers to be shared with HLL authority.
- 3.5.20 The SBP shall be responsible for the discipline and conduct of the personnel sponsored by them and in case the personnel lack in discipline and are not able to carry out the work designated, they shall provide replacement services of suitable personnel
- 3.5.21 All legal & statutory compliances would be the responsibility of the SBP. Further, Continuous training of the employees would also be the responsibility of the SBP so that their employees are able to perform the work with the best professional competence.
- 3.5.22 While availing the services provided, HLL will not undertake any monetary liability other than the amount payable to the SBP as per the contract for the services of personnel provided by them. Other liabilities, if any, shall solely rest with the SBP. If HLL has to bear such liabilities on unforeseen circumstances/occasions, the same shall be recovered from the SBP adjusting amounts payable to them on back-to-back basis.
- 3.5.23 The SBP shall have the financial capability in rendering the service/ disbursement of staff salary for a minimum period of 3 (three) months, in case of any delay in payment from the client. However, under any circumstances interest is not payable to SBP.
- 3.5.24 Terms & conditions of EOI through which SBP is empanelled with HLL shall form an integral part of this RFQ.

3.6 SPECIAL CONDITIONS

- 3.6.1 Scope of work shall increase or decrease as per the requirement of the client, hence the SBP shall have the capability to accept it as per the same terms and conditions of the

contract.

- 3.6.2 The SBP shall have the financial and technical capability to undertake related Civil/MEP work.
- 3.6.3 The SBP shall have all statutory permissions, licenses and experience to manage the scope of work in the state of Gujarat.
- 3.6.4 The SBP shall provide complete office establishment for HLL with facility for video conferencing, desktop computers and printer cum scanner in HLL site office and other items such as furniture, Almirah, stationeries etc.
- 3.6.5 Appropriate number of Bio metric machine for attendance of all staff shall be made available.

3.7 PENALTY CLAUSE:

- 3.7.1 If the SBP fails to provide the intended manpower by HLL on any day/time, penalty of double the wages/ as in line with the agreement executed between HLL & Client.
- 3.7.2 The Penalties / fines imposed by statutory authorities such as ALC, RLC, EPF, ESI, PASARA, Authorities, etc. on HLL will be deducted at actuals from the SBP bills on back to back basis.
- 3.7.3 The damages if any arises due to negligence of workmen provided by the SBP or its representatives, the cost of damages as decided by HLL will be deducted from the monthly claim bill.
- 3.7.4 HLL authorities shall not be responsible for any accidents, injuries, diseases occurred during carrying out the above work. To prevent such incidents the SBP shall take the appropriate protective and safety measures.
- 3.7.5 For misconduct or indiscipline of any employee including criminal activities, the SBP shall be responsible to take action against him/her as per the laws/rules.
- 3.7.6 Any penalty imposed by client against non-compliance/ non-performance of contract terms will be deducted from the subsequent running bill on back-to- back basis including actual loss of HLL due to taxes paid to Govt. like GST etc.

4. SUBMISSION OF BIDS

The Interested bidder shall submit their bid online only through the Government e-Procurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. For e tenders, the Interested bidders shall download from the portal. The Bidder shall fill up the documents and submit the same online using their Digital Signature Certificate. On successful submission of bids, a system generated receipt can be downloaded by the bidder for future reference. Copies of all certificates and documents shall be

uploaded while submitting the tender online.

5. GENERAL INSTRUCTIONS TO BIDDERS:

- 5.1 This RFQ is an e-Tender and is being published online in Government eProcurement portal, <https://etenders.gov.in/eprocure/app>
- 5.2 RFQ documents can be downloaded free of cost from the Central Public Procurement Portal of Government of India (e-portal). All Corrigendum/extension regarding this e-RFQ shall be uploaded on this website i.e. <https://etenders.gov.in/eprocure/app>.
- 5.3 The RFQ and its corrigendum/extension will also be published in our company website, URL address: <http://www.lifecarehll.com/tender>.
- 5.4 The RFQ process is done online only at Government eProcurement portal (URL address: <https://etenders.gov.in/eprocure/app>). Aspiring bidders may download and go through the RFQ document.
- 5.5 All bid documents are to be submitted online only and in the designated cover(s)/envelope(s) on the Government eProcurement website. RFQs/bids shall be accepted only through online mode on the Government eProcurement website and no manual submission of the same shall be entertained. Late RFQs will not be accepted.
- 5.6 The complete bidding process is online. Bidders should be in possession of valid Digital Signature Certificate (DSC) of class II or above for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. If the envelope is not digitally signed & encrypted the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and shall be rejected.
- 5.7 Bidders are advised to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal.
- 5.8 Bidders are advised to visit CPPP website <https://etenders.gov.in> regularly to keep themselves updated, for any changes/modifications/any corrigendum in the RFQ Enquiry Document.

5.9 The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Government eProcurement Portal.

5.10 **Registration**

5.10.1 Bidders are required to register in the Government e-procurement portal, obtain 'Login ID' & 'Password' and go through the instructions available in the Home page after log in to the CPP Portal (URL: <https://etenders.gov.in/eprocure/app>), by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.

5.10.2 As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.

5.10.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

5.10.4 They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days' time. The bidders are required to have Class II or above digital certificate or above with both signing and encryption from the authorized digital signature Issuance Company. Please refer online portal i.e. - <https://etenders.gov.in/eprocure/app> for more details.

5.10.5 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or above Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode / eMudhra etc.), with their profile.

5.10.6 Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

5.10.7 The Bidder intending to participate in the bid is required to register in the e-tenders portal using his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/She have to submit the relevant information as asked for about the firm/SBP. The bidders, who submit their bids for this RFQ after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including all the Forms/Annexure of this RFQ.

5.10.8 Only those bidders having a valid and active registration, on the date of bid submission, shall submit bids online on the e-procurement portal.

5.10.9 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

5.10.10 Ineligible bidder or bidders who do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this RFQ.

5.11 Searching for RFQ Documents

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active RFQs by several parameters. These parameters could include RFQ ID, Organization Name, Form of Contract, Location, Date, Value etc. There is also an option of advanced search for RFQs, wherein the bidders may combine a number of search parameters such as Organization
- b) Once the bidders have selected the RFQs they are interested in, they may download the required documents/RFQ schedules. These RFQs can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the RFQ document.
- c) The bidder should make a note of the unique RFQ ID assigned to each RFQ, in case they want to obtain any clarification/help from the Helpdesk

5.12 Preparation of Bid

- a) Bidder should take into account any corrigendum published on the RFQ document before submitting their bids.
- b) Before the deadline for submission of bids, the Tender Inviting Authority may modify the bidding document by issuing addenda.
- c) Any addendum thus issued shall be a part of the bidding documents which will be published in the e-tender website. The Tender Inviting Authority will not be responsible for the prospective bidders not viewing the website in time.
- d) If the addendum thus published does involves major changes in the scope of work, the Tender Inviting Authority may at his own discretion, extend the deadline for submission of bids for a suitable period to enable prospective bidders to take reasonable time for bid preparation taking into account the addendum published.
- e) Please go through the RFQ document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents -

including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 5.13 More information useful for submitting online bids on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>
- 5.14 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The 24x7 Help Desk details are as below: -
- 5.15 For any technical related queries please call at 24 x 7 Help Desk Number: 0120-4001 062, 0120-4001 002, 0120-4001 005, 0120-6277 787 Note:- International Bidders are requested to prefix +91 as country code E-Mail Support: For any Issues or Clarifications relating to the published RFQs, bidders are requested to contact the respective RFQ Inviting Authority Technical - support-eproc@nic.in, Policy Related - cppp-doe@nic.in
- 5.16 Bidders are requested to kindly mention the URL of the portal and RFQ ID in the subject while emailing any issue along with the contact details.
- 5.17 Any queries relating to the RFQ document and the terms and conditions contained therein should be addressed to the RFQ Inviting Authority for a RFQ or the relevant contact person indicated in the RFQ. Address for communication and place of opening of bids:
- Associate Vice President (HCS) (i/c)**
Healthcare Services Division
HLL Lifecare Limited
HLL Bhavan, Poojappura, Thiruvananthapuram - 695012,
Kerala, India
Tel: +91 4712354949 , Email – hcstenders@lifecarehll.com
- 5.18 The bids shall be opened online. If the RFQ opening date happens to be on a holiday or non-working day due to any other valid reason, the RFQ opening process will be done on the next working day at same time and place.
- 5.19 More details can be had from the Office of the Associate Vice President (HCS) (i/c) during working hours. The RFQ Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

5.20 A firm/bidder shall submit only one bid in the same bidding process. A Bidder (either as a firm or as an individual or as a partner of a firm) who submits or participates in more than one bid will cause all the proposals in which the Bidder has participated to be disqualified.

5.21 Online RFQ Process:

The RFQ process shall consist of the following stages:

- i. Downloading of RFQ document: RFQ document will be available for free download on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).
 - ii. Publishing of Corrigendum: All corrigenda shall be published on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>) and HLL website (URL address: <http://www.lifecarehll.com/tender>) and shall not be available elsewhere.
 - iii. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this RFQ document on Government e-procurement portal. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
 - iv. Opening of RFQ and Award of contract: The financial bids will be opened, evaluated and finalized as per the criteria detailed in this RFQ document.
- 5.22 Conditional bids and bids not uploaded with appropriate/desired documents may be rejected out rightly and decision of HLL Lifecare Limited in this regard shall be final and binding.
- 5.23 HLL Lifecare Limited Ltd. reserves the right to verify the claims made by the bidders and to carry out the capability assessment of the bidders and the HLL Lifecare Limited's decision shall be final in this regard.
- 5.24 HLL Lifecare Limited Ltd reserves the right to amend or withdraw any of the terms and conditions contained in the RFQ document including scope of work or reject any or all RFQs without giving any notice or assigning any reasons.

5.25 Submission Process:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their bid online on Government e-procurement portal (URL: <https://etenders.gov.in/eprocure/app>).

Note:- It is necessary to click on “Freeze bid” link / icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

6. DEADLINE FOR SUBMISSION OF THE RFQ FOR INTERESTED BIDDERS

6.1 Bid shall be received only online on or before the date and time as notified in RFQ.

6.2 The Tender Inviting Authority, in exceptional circumstances and at its own discretion, may extend the last date for submission of bids, in which case all rights and obligations previously subject to the original date will then be subject to the new date of submission. The Bidder will not be able to submit his bid after expiry of the date and time of submission of bid (server time).

6.3 Modification, Resubmission and Withdrawal of RFQs

6.4 Resubmission or modification of bid by the bidders for any number of times before the date and time of submission is allowed. Resubmission of bid shall require uploading of all documents including price bid afresh.

6.5 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.

6.6 The Bidder can withdraw his/her bid before the date and time of receipt of the bid. The system shall not allow any withdrawal after the date and time of submission.

7. AMENDMENTS TO RFQ DOCUMENTS:

7.1. At any time prior to the deadline for the submission of RFQ, HLL may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the RFQ Document by an amendment notice.

7.2. In order to allow Bidders reasonable time for preparing their Bids after taking into account such amendments, HLL may, at its discretion, extend the deadline for the submission of Bids.

8. SUBMISSION OF RFQ

8.1. The eligible participant shall submit their RFQ online only through the Government eProcurement portal (URL: <https://etenders.gov.in/eprocure/app>) as per the procedure laid down for e-submission as detailed in the web site. The Participant shall fill up the

documents and submit the same online using their Digital Signature Certificate. On successful submission of RFQs, a system generated receipt can be downloaded by the participant for future reference. Copies of all certificates and documents shall be uploaded while submitting the tender online.

- 8.2. The tender is invited in 2 Envelope system from the registered and eligible firms at CPP Portal.

Envelop-1

- a) Covering letter for the Bid in Form A.
- b) Declaration pertaining to MSME bidders and relevant supporting documents if applicable.
- c) Earnest Money Deposit in the form of Bank Transfer / a Demand Draft for amount for required works mentioned in clause no.13.
- d) Signed Integrity pact as per Section -5

Envelop-2

- 8.3. Financial bid offer as per the BoQ format provided in the procurement portal

- 8.4. **Through submission of financial Bid, it is considered that participant agrees to all terms and conditions of this RFQ.**

Note:-

The Tender Inviting Authority shall not be responsible for any failure, malfunction or breakdown of the electronic system while downloading or uploading the documents by the Bidder during the e-procurement process.

9. BID OPENING AND EVALUATION

Bids of Interested bidders shall be opened on the specified date & time, by the RFQ inviting authority or his authorized representative in the presence of bidders or their designated representatives who choose to attend.

10. BID OPENING PROCESS

Opening of bids shall be carried out in the same order as it is occurring in invitation of bids or as in order of receipt of bids in the portal. The bidders & guest users can view the summary of opening of bids from any system. Bidders are not required to be present during the bid opening at the opening location if they so desire.

In the event of the specified date of bid opening being declared a holiday for HLL, the bid will be opened at the same time on the next working day.

11. CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award has been announced in favour of the successful bidder.

Any effort by a Bidder to influence the Purchaser during processing of bids, evaluation, bid comparison or award decisions shall be treated as Corrupt & Fraudulent Practices and may result in the rejection of the Bidders' bid.

12. BID VALIDITY

- 12.1. Bids shall remain valid for three months beyond the period of engagement or additional extended time period as decided by HLL from the date of notification of Award. A bid valid for a shorter period shall be rejected by HLL as non-responsive.
- 12.2. In exceptional circumstances, prior to expiry of the original bid validity period, the Tendering Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by email. A bidder may refuse the request without forfeiting its bid security (if applicable). A bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to extend the validity of its bid security (if applicable) for the period of the extension.

13. BID SECURITY (EMD)

Bidder has to submit EMD of Rs. 30,00,000 (Rupees Thirty Lakhs only) as bid security for this RFQ. EMD shall be paid separately, thru RTGS/NEFT transfer in the following HLL A/c details:

Account No	:	00630330000563
IFSC Code	:	HDFC0000063
Bank Name	:	HDFC BANK
Branch Name	:	Vazhuthacaud

If the EMD submitted by the bidder for the empanelment process is available with HLL, bidder will have the option to make payment for the remaining amount against the EMD for this RFQ.

The Bid Security (EMD) of the successful Bidder will be discharged when the Bidder has furnished the required Security Deposit and acceptance of LOI/Work order.

The Bid Security may be forfeited:

(a) If a Bidder:

- Changes its offer/bid during the period of bid validity or during the validity of the contract.
- Does not accept the correction of errors

(b) In the case of the successful Bidder, if the Bidder fails:

- To sign the Agreement
- To deliver the material within stipulated time frame as per PO.
- To accept the Notification of award/Letter of Indent/ Purchase order and/or submit the security deposit.
- To acknowledge the Notification of award/Letter of Indent/ Purchase order within 5 days from the date of issue by sending the signed copy of the same.
- to furnish the Performance Security within the specified time period

In such cases the work shall be rearranged at the risk and cost of the selected bidder

The Bid Security deposited will not carry any interest.

START UP/MSE units interested in availing exemption from payment of Bid Security should submit a valid copy of their registration certificate issued by the concerned DIC or NSIC/Udyam. If the bidder is a MSE, it shall declare in the bid document the Udyam Memorandum Number issued to it under the MSME Act, 2006. Relevant document shall be uploaded in the MSME section of the RFQ documents. If a MSE bidder do not furnish the UAM Number along with bid documents, such MSE unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.

14. PREFERENCE TO MAKE IN INDIA PRODUCTS (FOR BIDS < 200 CRORE)

- 14.1. Preference shall be given to Class 1 local supplier as defined in Public Procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier will be as defined in Public Procurement (Preference to Make in India), Order 2017.

- 14.2. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor and if the OEM is a company then by a practicing cost accountant or a chartered accountant for OEM's other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 16.09.2020. Only Class-I and Class-II Local suppliers as per MII order dated 16.9.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 16.09.2020 is not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

15. BIDDERS QUOTING EQUIPMENT MANUFACTURED IN COUNTRIES SHARING LAND BORDER WITH INDIA:

Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with Competent Authority, as specified in Annex I of order F.No.6/18/2019-PPD dated 23-July-2020 and bidder must comply with all provisions mentioned in the order with subsequent amendment/ modifications, if any. Said order is available for download from the website of Department of Expenditure (DoE), Public Procurement Division, Ministry of Finance'.

16. ALTERATIONS AND ADDITION

- 16.1. The bid shall contain no alterations or additions, except those to comply with instructions, or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- 16.2. The Interested bidder shall not attach any conditions of his own to the Bid. The Bid price must be based on the tender documents. Any bidder who fails to comply with this clause will be disqualified.

17. NOTIFICATION OF AWARD

- 17.1. Successful participant after evaluation of financial bid will be notified through a

Notification of Award issued by HLL.

17.2. Selected participant has to submit performance security as specified in this RFQ

18. DURATION OF ENGAGEMENT

Period of engagement will initially be for FIVE (5) years and may be extended / reduced for a period as per the terms with AIIMS Rajkot, subject to satisfactory performance by the party. HLL reserves the right to increase or decrease the project as deemed necessary.

19. CONFLICT OF INTEREST.

The selected SBP shall not engage in activities that are in conflict with interest of the client (HLL) under the assignment and they would not engage in any contract that would be in conflict of interest with their current obligations. The selected SBP that has a business of family relationship with such members of HLL staff who are directly or indirectly involved in this assignment will not be awarded the assignment.

20. PERFORMANCE SECURITY

The selected strategy partner has to submit an irrevocable and unconditional guarantee from a Bank for a sum (5% of the contract value) as mentioned in the Notification of Award in the form provided by HLL. Until such time the Performance Security is provided by the strategy partner and the same comes into effect, the Bid Security shall remain in force and effect, and upon provision of the Performance Security, the HLL shall release the Bid Security (EMD) to the Strategy partner. No interest shall be payable by HLL against the Performance Security.

Appropriation of Performance Security

Upon occurrence of a Strategy partner Default, the HLL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate from the Performance Security the amounts due to it for and in respect of such Strategy partner Default. Upon such encashment and appropriation from the Performance Security, the Strategy partner shall, within 30 days thereof, replenish, in case of partial appropriation, to its original level the Performance Security, and in case of appropriation of the entire Performance Security by the HLL, provide a fresh Performance Security, as the case may be, failing which the HLL shall be entitled to terminate the Agreement with Strategy partner. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the Strategy partner shall be entitled to an additional Cure

Period of 15 days for remedying the Strategy partner Default, and in the event of the Strategy partner not curing its default within such Cure Period, the HLL shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate the Agreement with Strategy partner.

Release of Performance Security

The Performance Security shall remain in force and effect for the entire period of the Agreement, shall be released after 90 (ninety) days of Transfer Date in accordance with the Agreement with Strategy Partner.

21. COURT JURISDICTION

In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.

22. INDEMNITY

The Interested Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents, and their respective successors and assigns, from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to (i) Manufacturer's/Bidders/SBPs breach of any of its warranties, representations, covenants or obligations set forth herein or (ii) the negligent act or omission of the Manufacturer /Bidders.(iii) any product/service liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate.

23. HLL'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

- 23.1. HLL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award Contract award, without thereby incurring any liability to the affected bidder or bidders.
- 23.2. HLL does not bind itself to accept the highest or any bid and reserves the right to reject any or all bids at any point of time prior to the issuance of the Notice of award/Letter of intent/Purchase order without reason whatsoever.
- 23.3. HLL reserves the right to resort to retendering without providing any reasons whatsoever.

The purchaser shall not incur any liability on account of such rejection. The purchaser reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised bids from the bidders due to such changes, if any.

- 23.4. Canvassing of any kind will be a disqualification and the purchaser may decide to cancel the bidder from its empanelment.
- 23.5. HLL reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the purchaser's action.

24. GOVERNING LANGUAGE

The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

25. TERMINATION

HLL reserve right to terminate/ cancel the Notification of award/ Letter of Indent/ Purchase order at any time for any reason without any liability on HLL.

26. PAYMENT TERMS

- 26.1. HLL will claim payments from AIIMS Rajkot on monthly basis by submitting invoices before 7th of each month based on the services performed in a month. In order to facilitate the same SBP shall submit necessary documents and data before 4th day of each month and facilitate the HLL's invoice submission on time.
- 26.2. HLL will retain the revenue share as agreed by SBP through their financial bid. Remaining amount, after deducting all expenses incurred by HLL and statutory deductions, will be released to SBP. HLL will release payments to SBP within 30 days of receipt of payment by HLL from AIIMS Rajkot.
- 26.3. All the payment conditions, documents required for payment release, billing procedure etc shall be in line the respective conditions of the agreement between HLL and AIIMS Rajkot. Payment against any invoice raised by SBP during engagement period will be released only after HLL receives payment from AIIMS Rajkot against the corresponding invoice and any deductions/penalties imposed by AIIMS Rajkot will be deducted from SBP.
- 26.4. In the event of the HLL noticing at any time that any amount has been disbursed wrongly

- to the SBP or any other amount is due from the SBP to the HLL, the HLL may without prejudice to its rights recover such amounts by other means after notifying the SBP or deduct such amount from any payment falling due to the SBP. The details of such recovery, if any, shall be intimated to the SBP. The SBP shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the HLL.
- 26.5. The HLL shall be entitled to delay or withhold payment of any invoice or part of it delivered by the SBP at its sole discretion where the HLL or AIIMS Rajkot disputes such invoice or part of it provided that such dispute is bonafide. The withheld amount may be limited to that which is in dispute. The disputed amount shall be settled in accordance with the procedure. Any exercise by the HLL under this section shall not entitle the SBP to delay or withhold the services to be rendered as per the agreement.
- 26.6. All payments agreed to be made by the HLL to the SBP in accordance with the Services shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. The SBP shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement. In the event of the HLL noticing at any time that any amount has been disbursed wrongly to the SBP or any other amount is due from the SBP to the HLL, the HLL may without prejudice to its rights recover such amounts by other means after notifying the SBP or deduct such amount from any payment falling due to the SBP. The details of such recovery, if any, shall be intimated to the SBP. The SBP shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the HLL.

27. TAXES

- 27.1. The SBP shall bear all personnel taxes levied or imposed on its personnel, or any other member of the SBP's team, etc. on account of payment received under this agreement. The SBP shall bear all corporate taxes, levied or imposed on the SBP on account of payments received by it from the HLL for the work done under the scope of work.
- 27.2. The SBP agrees that it shall comply with the Income Tax Act in force from time to time and pay Income Tax, as may be imposed/ levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the scope of work
- 27.3. Should the SBP fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, the SBP shall pay the same. The SBP shall indemnify the HLL against any and all liabilities or claims arising out of this engagement for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Board / SBP.

SECTION –2 GENERAL CONDITIONS OF CONTRACT

CLAUSE 1 : WHEN CONTRACT CAN BE DETERMINED

Subject to other provisions contained in this clause, the Project Manager may, without prejudice to his any other rights or remedy against the SBP in respect of any delay, inferior workmanship, any claims for damages and/or any other provisions of this contract or otherwise, and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:

- (i) If the SBP having been given by the Project Manager a notice in writing to rectify, reconstruct or replace any defective work or that the work is being performed in an inefficient or otherwise improper or unworkman like manner shall omit to comply with the requirement of such notice for a period of seven days thereafter.
- (ii) If the SBP has, without reasonable cause, suspended the progress of the work or has failed to proceed with the work with due diligence so that in the opinion of the Project Manager (which shall be final and binding) he will be unable to secure completion of the work by the date for completion and continues to do so after a notice in writing of seven days
- (iii) If the SBP fails to complete the work within the stipulated date or items of work with individual date of completion, if any stipulated, on or before such date(s) of completion and does not complete them within the period specified in a notice given in writing in that behalf by the Project Manager.
- (iv) If the SBP persistently neglects to carry out his obligations under the contract and/or commits default in complying with any of the terms and conditions of the contract and does not remedy it or take effective steps to remedy it within 7 days after a notice in writing is given to him in that behalf by the Project Manager.
- (v) If the SBP shall offer or give or agree to give to any person in Government service or to any other person on his behalf any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract for HLL.
- (vi) If the SBP shall enter into a contract with HLL in connection with which commission has been paid or agreed to be paid by him or to his knowledge, unless the particulars of any such commission and the terms of payment thereof have been previously disclosed in writing to the Project Manager.

- (vii) If the SBP shall obtain a contract with HLL as a result of wrong tendering or other non-bonafide methods of competitive tendering or commits breach of integrity pact.
- (viii) If the SBP being an individual, or if a firm, any partner thereof shall at any time be adjudged insolvent or have a receiving order or order for administration of his estate made against him or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or composition or arrangement for the benefit of his creditors or purport so to do, or if any application be made under any Insolvency Act for the time being in force for the sequestration of his estate or if a trust deed be executed by him for benefit of his creditors.
- (ix) If the SBP being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.
- (x) If the SBP shall suffer an execution being levied on his goods and allow it to be continued for a period of 21 days.
- (xi) If the SBP assigns, transfers, sublets (engagement of labour on a piece- work basis or of labour with materials not to be incorporated in the work, shall not be deemed to be subletting) or otherwise parts with or attempts to assign, transfer, sublet or otherwise parts with the entire works or any portion thereof without the prior written approval of the Project Manager.

When the SBP has made himself liable for action under any of the cases aforesaid, the Project Manager on behalf of the HLL shall have powers:

- (a) To determine the contract as aforesaid (of which termination notice in writing to the SBP under the hand of the Project Manager shall be conclusive evidence). Upon such determination, the Earnest Money Deposit, Security Deposit already recovered and Performance Guarantee under the contract shall be liable to be forfeited and shall be absolutely at the disposal of the HLL.
- (b) After giving notice to the SBP to measure up the work of the SBP and to take such whole, or the balance or part thereof, as shall be un-executed out of his hands and to give it to another SBP to complete the work at the risk and cost of the SBP. The SBP, whose

contract is determined as above, shall not be allowed to participate in the tendering process for the balance work.

- (c) HLL would evaluate the services on yearly performance basis based on feedback from the client and general public. Thereafter, in case if the services are found to be unsatisfactory, HLL has the powers to withdraw the awarded contract and terminate the services.

In the event of above courses being adopted by the Project Manager, the SBP shall have no claim to compensation for any loss sustained by him by reasons of his having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of the contract. And in case action is taken under any of the provision aforesaid, the SBP shall not be entitled to recover or be paid any sum for any work thereof or actually performed under this contract unless and until the Project Manager has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

CLAUSE 2 : DELAY IN COMMENCEMENT

In case, the work cannot be commenced due to reasons not within the control of the SBP within 1/8th of the stipulated time for completion of work or one month whichever is higher, HLL shall have full right to decide the further course of action.

CLAUSE 3: SBP TO KEEP SITE CLEAN

When the annual repairs and maintenance of works are carried out, the splashes and droppings from white washing, colour washing, painting etc., on walls, floor, windows, etc shall be removed and the surface cleaned simultaneously with the completion of these items of work in the individual rooms, quarters or premises etc. where the work is done: without waiting for the actual completion of all the other items of work in the contract. In case the SBP fails to comply with the requirements of this clause, the Nodal Officer/ Project Managers shall have the right to get this work done at the cost of the SBP either departmentally or through any other agency. Before taking such action, the Project Manager shall give ten days' notice in writing to the SBP.

CLAUSE 4: MATERIALS TO BE PROVIDED BY THE SBP

The SBP shall, at his own expense, provide all materials, required for the works specified in the scope, and all such materials shall be pre-approved by HLL. The SBP shall, at his own expense and without delay, supply to the Nodal Officer/ Project Manager samples of materials to be used on the work and shall get these approved well in advance. All such materials to be provided by the SBP shall be in conformity with the specifications laid down or referred to in the contract. The

SBP shall, if requested by HLL furnish proof, to the satisfaction of the Nodal Officer/ Project Manager that the materials so comply. The Project Manager shall communicate to the SBP whether samples are approved by him or not. If samples are not approved, the SBP shall forthwith arrange to supply to the Nodal Officer/ Project Manager for his approval, fresh samples complying with the specifications laid down in the contract. When materials are required to be tested in accordance with specifications, approval of the Project Manager shall be issued after the test results are received.

The SBP shall at his risk and cost submit the samples of materials to be tested or analyzed and shall not make use of or incorporate in the work any materials represented by the samples until the required tests or analysis have been made and materials finally accepted by the Project Manager. The SBP shall not be eligible for any claim or compensation either arising out of any delay in the work or due to any corrective measures required to be taken on account of and as a result of testing of materials.

The SBP shall, at his risk and cost, make all arrangements and shall provide all facilities as the Project Manager may require for collecting, and preparing the required number of samples for such tests at such time and to such place or places as may be directed by the Project Manager and bear all charges and cost of testing. The Project Manager or his authorized representative shall at all times have access to the works and to all areas/ places of work and the SBP shall afford every facility and every assistance in obtaining the right to such access.

The Project Manager shall have full powers to require the removal from the premises of all materials which in his opinion are not in accordance with the specifications and in case of default, the Project Manager shall be at liberty to employ at the expense of the SBP, other persons to remove the same without being answerable or accountable for any loss or damage that may happen or arise to such materials. The Project Manager shall also have full powers to require other proper materials to be substituted thereof and in case of default, the Project Manager may cause the same to be supplied and all costs which may attend such removal and substitution shall be borne by the SBP.

CLAUSE 5: DISMANTLED MATERIAL GOVT. PROPERTY

The SBP shall treat all materials obtained during dismantling of a structure, excavation of the site for a work, etc. as HLL's / it's client property and such materials shall be handled/disposed off to the best advantage of HLL / it's client according to the instructions in writing issued by the Project Manager.

CLAUSE 6: CARRYING OUT PART WORK AT RISK & COST OF SBP

If SBP:

- (i) At any time makes default during currency of work or does not execute any part of the work with due diligence and continues to do so even after a notice in writing of 7 days in this respect from the Project Manager; or
- (ii) Commits default in complying with any of the terms and conditions of the contract and does not remedy it or takes effective steps to remedy it within 7 days even after a notice in writing is given in that behalf by the Project Manager

or

- (iii) Fails to complete the work(s) or items of work with individual dates of completion, on or before the date(s) so determined, and does not complete them within the period specified in the notice given in writing in that behalf by the Project Manager.

The Project Manager without prejudice to any other right or remedy against the SBP which have either accrued or accrue thereafter to HLL, by a notice in writing to take the part work/ part incomplete work of any item(s) out of his hands and shall have powers to:

- (a) Take possession of the site and any materials, constructional plant, implements, stores, etc., thereon; and/or
- (b) Carry out the part work / part incomplete work of any item(s) by any means at the risk and cost of the SBP.

The Project Manager shall determine the amount, if any, is recoverable from the SBP for completion of the part work/ part incomplete work of any item(s) taken out of his hands and execute at the risk and cost of the SBP.

Any excess expenditure incurred or to be incurred by HLL in completing the part work/ part incomplete work of any item(s) or the excess loss of damages suffered or may be suffered by Government /HLL as aforesaid after allowing such credit shall without prejudice to any other right or remedy available to HLL in law or per as agreement be recovered from any money due to the SBP on any account, and if such money is insufficient, the SBP shall be called upon in writing and shall be liable to pay the same within 30 days.

If the SBP fails to pay the required sum within the aforesaid period of 30 days, the Project Manager shall have the right to sell any or all of the SBPs' unused materials, constructional plant, implements, temporary building at site etc. and adjust the proceeds of sale thereof towards the dues recoverable from the SBP under the contract and if thereafter there remains any balance outstanding, it shall be recovered in accordance with the provisions of the contract.

In the event of above course being adopted by the Project Manager, the SBP shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any engagements or made any advance on any account or with a view to the execution of the work or the performance of the contract.

CLAUSE 7: SBP TO SUPPLY TOOLS & PLANTS ETC.

The SBP shall provide at his own cost all materials (except such special materials, if any, as may in accordance with the contract be supplied from the Project Manager's stores), machinery, tools & plants. In addition to this, appliances, implements, other plants, ladders, cordage, tackle, scaffolding and temporary works required for the proper execution of the work, whether original, altered or substituted and whether included in the specifications or other documents forming part of the contract or referred to in these conditions or not, or which may be necessary for the purpose of satisfying or complying with the requirements of the Project Manager as to any matter as to which under these conditions he is entitled to be satisfied, or which he is entitled to require together with carriage therefore to and from the work. The SBP shall also supply without charge the requisite number of persons with the means and materials, necessary for the purpose of setting out works, and counting, weighing and assisting the measurement for examination at any time and from time to time of the work or materials. Failing his so doing, the same may be provided by the Project Manager at the expense of the SBP and the expenses may be deducted, from any money due to the SBP, under this contract

or otherwise and/or from his security deposit or the proceeds of sale thereof, or of a sufficient portions thereof.

CLAUSE 8: RECOVERY OF COMPENSATION PAID TO WORKMEN

In every case in which by virtue of the provisions sub-section (1) of Section 12, of the Workmen's Compensation Act, 1923, HLL is obliged to pay compensation to a workman employed by the SBP, in execution of the works, HLL will recover from the SBP, the amount of the compensation so paid; and, without prejudice to the rights of the Government / HLL under sub-section (2) of Section 12, of the said Act, HLL shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by HLL to the SBP whether under this contract or otherwise. HLL shall not be bound to contest any claim made against it under sub-section (1) of Section 12, of the said Act, except on the written request of the SBP and upon his giving to HLL full security for all costs for which HLL might become liable in consequence of contesting such claim.

CLAUSE 9: ENSURING PAYMENT AND AMENITIES TO WORKERS IF SBP FAILS

In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and of the Contract Labour (Regulation and Abolition) Central Rules, 1971, HLL is obliged to pay any amounts of wages to a workman employed by the SBP in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act and the rules or under the SBP's Labour Regulations, or under the Rules framed by HLL from time to time for the protection of health and sanitary arrangements for workers employed by SBPs, HLL will recover from the SBP, the amount of wages so paid or the amount of expenditure so incurred; and without prejudice to the rights of the HLL under sub-section (2) of Section 20, and sub-section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, HLL shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by HLL to the SBP whether under this contract or otherwise HLL shall not be bound to contest any claim made against it under sub-section (1) of Section 20, sub-section (4) of Section 21, of the said Act, except on the written request of the SBP and upon his giving to the Government full security for all costs for which HLL might become liable in contesting such claim.

CLAUSE 10: LABOUR LAWS TO BE COMPLIED BY THE SBP

The SBP shall obtain a valid license under the Contract Labour (R&A) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The SBP shall necessarily, but not limited to, abide by the provisions of the

- a. Child Labour (Prohibition and Regulation) Act, 1986.
- b. building and other Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996
- c. building and other Construction Workers Welfare Cess Act, 1996.
- d. Inter-State migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979.

Any failure to fulfill these requirements shall attract the penal provisions of this contract arising out of the resultant non-execution of the work.

CLAUSE 10 A

No labour below the age of Eighteen years shall be employed on the work.

CLAUSE 10 B PAYMENT OF WAGES

Payment of wages:

- (i) The SBP shall pay to labour employed by him either directly or through sub- SBPs, wages not less than fair wages as defined by Govt of Gujarat or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
- (ii) The SBP shall, notwithstanding the provisions of any contract to the contrary, cause to be paid fair wage to labour indirectly engaged on the work, including any labour engaged by his sub-SBPs in connection with the said work, as if the labour had been immediately employed by him.
- (iii) In respect of all labour directly or indirectly employed in the works for performance of the SBP's part of this contract, the SBP shall comply with or cause to be complied with the Govt of Gujarat Regulations made from time to time in regard to payment of wages, wage period, deductions from wages recovery of wages not paid and deductions unauthorisedly made, maintenance of wage books or wage slips, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of the like nature or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
- (iv) The Project Manager concerned shall have the right to deduct from the money due to the SBP, any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non- fulfillment of the conditions of the contract for the benefit of the workers, non- payment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.
- (b) Under the provision of Minimum Wages (Central) Rules, 1950, the SBP is bound to allow to the labours directly or indirectly employed in the works one day rest for 6 days continuous work and pay wages at the same rate as for duty. In the event of default, the Project Manager shall have the right to deduct the sum or sums not paid on account of wages for weekly holidays to any labours and pay the same to the persons entitled thereto from any money due to the SBP by the Project Manager concerned.
- (v) The SBP shall comply with the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, and the SBP's Labour (Regulation and Abolition) Act 1970, or the modifications thereof or any other laws relating thereto and the rules made there under from time to time.

- (vi) The SBP shall indemnify and keep indemnified HLL against payments to be made under and for the observance of the laws aforesaid and the Govt of Gujarat Labour Regulations without prejudice to its right to claim indemnity from his sub-SBPs.
- (vii) The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- (viii) Whatever is the minimum wage for the time being, or if the wage payable is higher than such wage, such wage shall be paid by the SBP to the workmen directly.
- (ix) The SBP shall ensure that no amount by way of commission or otherwise is deducted or recovered from the wage of workmen.

CLAUSE 11 : SAFETY PROVISIONS

In respect of all labour directly or indirectly employed in the work for the performance of the SBP's part of this contract, the SBP shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith. In case the SBP fails to make arrangement and provide necessary facilities as aforesaid, he shall be liable to pay a penalty of Rs.200/- for each default and in addition, the Nodal Officer/ Project Manager shall be at liberty to make arrangement and provide facilities as aforesaid and recover the costs incurred in that behalf from the SBP.

CLAUSE 12 : STATEMENT OF WORK

The SBP shall submit every week, to the nodal officer/ project manager, a true statement showing in the following details:

- (1) the number of labourers employed on the work,
- (2) their working hours,
- (3) the wages paid to them,
- (4) the accidents, if any, that occurred during the period, showing the circumstances under which they happened and the extent of damage and injury caused by them, and
- (5) the number of female workers who have been allowed maternity benefit and the amount paid to them.

Failing which the SBP shall be liable to pay to HLL, a sum not exceeding Rs.200/- for each default or materially incorrect statement. The decision of the nodal officer/ project manager shall be final in deducting from any bill due to the SBP; the amount levied as fine and be binding on the SBP.

CLAUSE 13: HEALTH & SAFETY OF WORKERS

In respect of all labour directly or indirectly employed in the works for the performance of the SBP's part of this contract, the SBP shall comply with or cause to be complied with all the rules framed by HLL/ Govt. from time to time for the protection of health and sanitary arrangements for workers employed by the Govt of Gujarat and its SBPs.

CLAUSE 14: COMPETENCY OF WORKERS

The Project Manager may require the SBP to dismiss or remove from the site of the work any person or persons in the SBPs' payroll, upon the work who may be incompetent or misconduct himself and the SBP shall forthwith comply with such requirements. In respect of maintenance/repair or renovation works etc. where the labour have an easy access to the work premises and the public, the SBP shall issue identity cards to the labourers, whether temporary or permanent and he shall be responsible for any untoward action on the part of such labour.

CLAUSE 15: ESI & EPF CONTRIBUTIONS

The ESI and EPF contributions as applicable on the part of the HLL in respect of this Contract shall be paid by the SBP. Reimbursements shall be effected as applicable and the final decision in this regard will be that of HLL.

CLAUSE 16: MINIMUM WAGES ACT

The SBP shall comply with all the provisions of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, amended from time to time and rules framed there under and other labour laws affecting contract labour that may be brought into force from time to time.

CLAUSE 17: CHANGES IN FIRM'S CONSTITUTION TO BE INTIMATED

Where the SBP is a partnership firm, prior approval from HLL shall be obtained before any change is made in the constitution of the firm. Where the SBP is an individual or a Hindu undivided family business concern, such approval as aforesaid shall likewise be obtained before the SBP enters into any partnership agreement where under the partnership firm would have the right to carry out the works hereby undertaken by the SBP.

CLAUSE 18: EXECUTION OF WORK

All works to be executed under the contract shall be executed under the direction and subject to the approval in all respects of the Project Manager who shall be entitled to direct at what point or points and in what manner they are to be commenced, and from time to time carried on.

CLAUSE 19 SETTLEMENT OF DISPUTES

If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the contract / agreement the parties shall endeavor to settle all such disputes, differences, claims or questions through mutual discussion or negotiation.

CLAUSE 20 SBP TO INDEMNIFY GOVT. AGAINST PATENT RIGHTS

The SBP shall fully indemnify and keep indemnified the HLL against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay any royalties which may be payable in respect of any article or part thereof included in the contract. In the event of any claims made under or action brought against HLL in respect of any such matters as aforesaid, the SBP shall be immediately notified thereof and the SBP shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise there from, provided that the SBP shall not be liable to indemnify the HLL if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Project Manager in this behalf.

CLAUSE 21 LUMPSUM PROVISIONS IN TENDER

When the estimate on which a tender is made includes lump sum in respect of parts of the work, the SBP shall be entitled to payment in respect of the items of work involved or the part of the work in question at the same rates as are payable under the contract for such items, or if the part of the work in question is not, in the opinion of the Project Manager payable of measurement, the Project Manager may at his discretion pay the lump-sum amount entered in the estimate, and the certificate in writing of the Project Manager shall be final and conclusive against the SBP with regard to any sum or sums payable to him under the provisions of the clause.

CLAUSE 22 LEVY/TAXES PAYABLE BY SBP

- (i) GST, Income Tax, Building and other Construction Workers Welfare Cess or any other applicable or Cess in respect of this contract shall be payable by the SBP and HLL shall not entertain any claim whatsoever in this respect.

SECTION-3

SAFETY CODE

1. Suitable scaffolds should be provided for workmen for all works that cannot safely be done from the ground, or from solid construction except such short period work as can be done safely from ladders. When a ladder is used an extra Mazdoor shall be engaged for holding the ladder and if the ladder is used for carrying materials as well suitable footholds and hand-hold shall be provided on the ladder and the ladder shall be given an inclination not steeper than $\frac{1}{4}$ to 1 ($1/4$ horizontal and 1 vertical).
2. Scaffolding of staging more than 3.6 m (12 ft.) above the ground or floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly attached or bolted, braced and otherwise secured atleast 90 cm (3 ft.) high above the floor or platform of such scaffolding or staging and extending along the entire length of the outside and ends thereof with only such opening as may be necessary for the delivery of materials. Such scaffolding or staging shall be so fastened as to prevent it from swaying from the building or structure.
3. Working Platforms, gangways and stairways should be so constructed that they should not sag unduly or unequally, and if the height of the platform or the gangway or the stairway is more than 3.6 m (12 ft.) above ground level or floor level, they should be closely boarded, should have adequate width and should be suitably fastened as described in (2) above.
4. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of person or materials by providing suitable fencing or railing whose minimum height shall be 90 cm (3 ft.).
5. Safe means of access shall be provided to all working platforms and other working places. Every ladder shall be securely fixed. No portable single ladder shall be over 9 m (30 ft) in length while the width between side rails in rung ladder shall in no case be less than 29 cm. ($11 \frac{1}{2}$ ") for ladder upto and including 3 metre (10 ft.) in length. For longer ladders this width should be increased atleast $\frac{1}{4}$ " for each additional 30 cm.(1 foot) of length. Uniform step spacing of not more than 30 cm shall be kept.
6. Adequate precautions shall be taken to prevent danger from electrical equipment.
7. No materials on any of the sites or work shall be so stacked or placed as to cause danger or inconvenience to any person or the public.
8. The SBP shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defence of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to neglect of the above precautions and to pay any damages and cost which may be awarded in any such suit, action or proceedings to any such person or which may, with the consent of the SBP, be paid to compensate any claim by any such person.

9. Excavation and trenching- All trenches 1.2 m (4 ft,) or more in depth, shall at all times be supplied with at least one ladder for each 30 metre (100 ft) in length or fraction thereof. Ladder shall extend from bottom of the trench to at least 90 cm. (3 ft) above the surface of the ground. The sides of the trenches, which are 1.5 m (5 ft) or more in depth shall be stepped back to give suitable slope or securely held by timber bracing, so as to avoid the danger of sides collapsing. The excavated material shall not be placed within 1.5 m (5 ft) of the edges of the trench or half of the depth of the trench whichever is more. Cutting shall be done from top to bottom. Under no circumstances undermining or undercutting shall be done.
10. Safety Measures for digging bore holes : If the bore well is successful, it should be safely capped to avoid caving and collapse of the bore well. The failed and the abandoned ones should be completely refilled to avoid caving and collapse; During drilling, Sign boards should be erected near the site with the address of the drilling SBP and the project manager of the work; Suitable-fencing should be erected around the well during the drilling and after the installation of the rig on the point of drilling, flags shall be put 50m around the point of drilling to avoid entry of people; After drilling the bore well, a cement platform (0.50m x 0.50m to 1.20m) 0.60m above ground level and 0.60m below ground level should be constructed around the well casing; After the completion of the bore well, the SBP should cap the bore well properly by welding steel plate, cover the bore well with the drilled wet soil and fix thorny shrubs over the soil. This should be done even while repairing the pump. After the bore well is drilled the entire site should be brought to the ground level.
11. Demolition. - Before any demolition work is commenced and also during the progress of the work,
 - 11.1. All roads and open areas adjacent to the work site shall either be closed or suitably protected.
 - 11.2. No electric cable or apparatus which is liable to be a source of danger or a cable or apparatus used by the operator shall remain electrically charged.
 - 11.3. All practical steps shall be taken to prevent danger to persons employed from risk of fire or explosion or flooding. No floor, roof or other part of the building shall be so overloaded with debris or materials as to render it unsafe.
12. All necessary personal safety equipment as considered adequate by the Nodal Officer/ Project Manager should be kept available for the use of the person employed on the site and maintained in a condition suitable for immediate use, and the SBP should take adequate steps to ensure proper use of equipment by those concerned. The following safety equipment shall invariably be provided.
13. Workers employed on mixing asphaltic materials, cement and lime mortars shall be provided with protective footwear and protective goggles.

14. Those engaged in whitewashing and mixing or stacking of cement bags or any material, which is injurious to the eyes, shall be provided with protective goggles.
15. Those engaged in welding works shall be provided with welder's protective eye shields.
16. Stonebreakers shall be provided with protective goggles and protective clothing and seated at sufficiently safe intervals.
17. When workers are employed in sewers and manholes, which are in active use, the SBPs shall ensure that the manhole covers are opened and ventilated atleast for an hour before the workers are allowed to get into manholes and the manholes so opened shall be cordoned off with suitable railing and provided with warning signals or boards to prevent accident to the public. In addition , the SBP shall ensure that the following safety measures are adhered to:-
 - 17.1. Entry for workers into the line shall not be allowed except under supervision of the Project Manager or any other higher officer.
 - 17.2. At least 5 to 6 manholes upstream and downstream should be kept open for atleast 2 to 3 hours before any man is allowed to enter into the manhole for working inside.
 - 17.3. Before entry presence of toxic gases should be tested by inserting wet lead acetate paper, which changes colour in the presence of such gases and gives indication of their presence.
 - 17.4. Presence of oxygen should be verified by lowering a detector lamp into the manhole. In case, no oxygen is found inside the sewer line, worker should be send only with oxygen kit.
 - 17.5. Safety belt with rope should be provided to the workers. While working inside the manhole such rope should be handled by two men standing outside to enable him to be pulled out during emergency.
 - 17.6. The area should be barricaded or cordoned off by suitable means to avoid mishaps of any kind. Proper warning signs should be displayed for the safeties of the public whenever for the cleaning works are undertaken during night or day.
 - 17.7. No smoking or open flames shall be allowed near the blocked manhole being cleaned.
 - 17.8. The malba obtained on account of cleaning of blocked manholes and sewer lines should be immediately removed to avoid accidents on account of slippery nature of the malba.
 - 17.9. Workers should not be allowed to work inside the manhole continuously. He should be given rest intermittently. The Project Manager may decide the time upto which worker may be allowed to work continuously inside the manhole.
 - 17.10. Gas masks with Oxygen cylinder should be kept at site for use in emergency.
 - 17.11. Air blowers should be used for flow of fresh air through the manholes. Whenever called for, portable air blowers are recommended for ventilating the manholes. The motors for these, shall be vapour proof and of totally enclosed type. Non- sparking gas engines also could be used but they should be placed at least 2 metres away from the

- opening and on the leeward side, protected from wind so that they will not be the source of friction on any inflammable gas that might be present.
- 17.12. The workers engaged for cleaning the manholes/sewers should be properly trained before allowing working in the manhole.
- 17.13. The worker shall be provided with Gumboots or non-sparking shoes bump helmets and gloves non-sparking tools and safety lights and gas masks and portable air-blowers (when necessary). They must be supplied with barrier cream for anointing the limits before working inside the sewer lines.
- 17.14. Workmen descending a manhole shall try each ladder stop or rung carefully before putting his full weight on it to guard against insecure fastening due to corrosion of the rung fixed to manhole well.
- 17.15. If a man has received a physical injury, he should be brought out of the sewer immediately and adequate medical aid should be provided to him.
- 17.16. The extent to which these precautions are to be taken depend on individual situation but the decision of the Project Manager regarding the steps to be taken in this regard in an individual case will be final.
18. The SBP shall not employ men and women below the age of 18 years on the work of painting with products containing lead in any form. Whenever men above the age of 18 years are employed on the work of lead painting, the following precautions should be taken: -
- 18.1. No paint containing lead or lead products shall be used except in the form of paste or readymade paint. Suitable face masks should be supplied for use by the workers when paint is applied in the form of spray or a surface having lead paint is dry rubbed and scrapped.
- 18.2. Overalls shall be supplied by the SBPs to the workmen and adequate facilities shall be provided to enable the working painters to wash during and on the cessation of work.
- 18.3. As per additional clause (viii)(i) of Safety Code(iv), the SBP shall not employ women and men below the age of 18 years on the work of painting with product containing lead in any form. Whenever men above the age of 18 are employed on the work of lead painting, the following principles must be observed for such use:
- 18.4. White lead, sulphate of lead or product containing these pigments, shall not be used in painting operation except in the form of pastes or paint ready for use.
- 18.5. Measures shall be taken, wherever required in order to prevent danger arising from the application of paint in the form of spray.
- 18.6. Measures shall be taken, wherever practicable to prevent danger arising out of from dust caused by dry rubbing down and scrapping.
- 18.7. Adequate facilities shall be provided to enable working painters to wash during and on cessation of work
- 18.8. Overall shall be worn by working painters during the whole of working period.

- 18.9. Suitable arrangement shall be made to prevent clothing put off during working hours being spoiled by painting materials.
- 18.10. Cases of lead poisoning and suspected lead poisoning shall be notified and shall be subsequently verified by medical man appointed by the competent authority of Department.
- 18.11. Instructions with regard to special hygienic precautions, to be taken in the painting trade, shall be distributed to working painters.
19. When the work is done near any place where there is risk of drowning, all necessary equipment should be provided & kept ready for use and all necessary steps taken for prompt rescue of any person in danger and adequate provision, should be made for prompt first aid treatment of all injuries likely to be obtained during the course of the work.
20. Use of hoisting machines and tackle including their attachments, anchorage and supports shall conform to the following standards or conditions: -
- 20.1. These shall be of good mechanical construction, sound materials an adequate strength and free from patent defects and shall be kept repaired and in good working order.
- 20.2. Every rope used in hoisting or lowering materials or as means of suspension shall be of durable quality and adequate strength, and free from patent defects.
- 20.3. Every crane driver or hoisting appliance operator shall be properly qualified and no person under the age of 21 years should be in charge of any hoisting machine including any scaffolding winch or give signals to operator.
- 20.4. In case of every hoisting machine and of every chain ring hook, shackle swivel and pulley blocks used in hoisting or as means of suspension the safe working load shall be ascertained by adequate means. Every hoisting machine and all gear referred to above shall be plainly marked with the safe working load. In case of hoisting machine having a variable safe working load each safe working load and the condition under which it is applicable shall be clearly indicated. No part of any machine or any gear, referred to above in this paragraph shall be loaded beyond the safe working load except for the purpose of testing.
- 20.5. In case of departmental machines, the safe working load shall be notified by the Electrical Project Manager. As regard SBP's machines the SBPs shall notify the safe working load of the machines to the Project Manager whenever he brings any machinery to the site of work and get it verified by the Electrical Engineer concerned.
21. Motors, gearing, transmission, electric wiring and other dangerous parts of hoisting appliances should be provided with efficient safeguards. Hoisting appliances should be provided with such means as will reduce to the minimum the risk of accidental descent of the load. Adequate precautions should be taken to reduce to the minimum the risk of any part of a suspended load becoming accidentally displaced. When workers are employed on electrical installations, which are already energized, insulating mats, wearing apparel, such as gloves,

sleeves and boots, as may be necessary, should be provided. The worker should not wear any rings, watches and carry keys or other materials, which are good conductors of electricity.

22. All scaffolds ladders and other safety devices mentioned or described herein shall be maintained in safe condition and no scaffold, ladder or equipment shall be altered or removed while it is in use. Adequate washing facilities should be provided at or near places of work.
23. These safety provisions should be brought to the notice of all concerned by display on a notice board at a prominent place at work spot. The person responsible for compliance of the safety code shall be named therein by the SBP.
24. To ensure effective enforcement of the rules and regulations relating to safety precautions the arrangements made by the SBP shall be open to inspection by Labour Officer or the Project Manager or their representatives.

Notwithstanding the above clauses there is nothing in these to exempt the SBP from the operations of any other Act or Rule in force in the Republic of India.

SECTION-4

DETAILED SCOPE OF SERVICES

Annexure-1 - SCOPE OF SERVICES FOR MECHANIZED LAUNDRY SERVICES

HLL has entered an MoU with AIIMS Rajkot for providing turnkey based mechanized laundry services for a period of 5 years, further extendable on mutual consent. As per the MoU A space of approx. **(325-350 sqmtr (as per the standard the space required should be 7sq ft. per bed))** with one point electrical, water, chilled water pipe & drain supply will be provided by the hospital for establishment of mechanized laundry facility on turnkey basis. Adequate electrical supply & water supply will be provided by AIIMS Authorities and separate meters shall be placed at the laundry unit. The scope of service includes procurement of linen as per demand, design, supply, installation, operation, maintenance of laundry equipment and transportation of hospital linen to and fro from wards/ hospital area to laundry area and delivery of clean linen back to respective wards. The opex shall be paid on monthly basis and the utility charges shall be deducted from the monthly invoices submitted by HLL. The agreed terms and conditions of the contract between HLL and AIIMS Rajkot will be applicable for SBP while performing their obligations under their work order. The SBP should facilitate HLL to render mechanized laundry services to AIIMS Rajkot.

A. Scope of Work for the business Partner:

1. Turnkey works

- a. The SBP shall be responsible for supporting HLL in planning, designing, supplying, installation, commissioning, maintenance, and operation of laundry services for AIIMS
- b. RAJKOT.
- c. HLL shall share CAD drawings for better understanding of wards/ICUs/OTs/OPD/etc. with the consent from AIIMS Authorities.
- d. The SBP shall play key role in supporting HLL for execution of the civil work and allied electrical, plumbing and other turnkey works for establishment of laundry unit and a laundry management office.
- e. The design of laundry should include areas like collection, washing, drying, ironing, storage, transportation trolley storage, offices, change room, RO Plant room, Linen weighing area, Air Compressor Room (If required etc. as per zoning concept for dirty & clean linen. The design shall be reviewed by HLL at all stages and shall be approved by the AIIMS-Rajkot before execution.
- f. Provision for future expansion equivalent to 25% of currently planned capacity shall be

considered at the time of undertaking turn key works.

- g. Space for establishing air compressor and water softner units shall also be considered while designing.
- h. SBP should support HLL in carrying out all electrical works, plumbing works, lighting & ventilation works with regard to establishment and operation of the mechanized laundry unit.
- i. Any other work that is necessary for the smooth establishment and operation of the mechanized laundry unit shall also be undertaken.

2. Other allied works

- a. The SBP shall support HLL in establishment of the mechanized laundry unit by undertaking all necessary turnkey works including Civil, electrical, plumbing, sanitary and any other relevant allied activities. Coordination shall be provided for successful installation , testing and commissioning of the system
- b. Laying of GI water pipeline with necessary taps, joints elbows etc. in compliance with latest guidelines for the laundry room.
- c. Installation and commissioning of water softners as per the specifications proposed by HLL
- d. Installation and commissioning of electric distribution panel and fixing of electrical gadgets like ELCB, MCB, power points, fans et.
- e. Installation of water meters as needed
- f. Installation of electrical cabling and ensure proper earthing
- g. Ensure that the sewer system is foolproof with proper trap and flow.
- h. Ensure that the HVAC system is installed perfectly suiting the needs
- i. Fire fighting mechanism
- j. Security system with adequate number of CCTV cameras
- k. Establishment of facility

3. Manpower requirement

- a. The SBP should assist HLL to depute adequate trained manpower to ensure smooth day to day operations.
- b. The indicative list of manpower required is as below:

SI.No	Name of the Designation	Qty
1.	Laundry In-charge	1
2.	Laundry Supervisor	2
3.	Collector cum Multifunctional Staff	2

4.	Washer	3
5.	Ironer	2
6.	Helper cum Class-IV staff	2
7.	Tailor	1

- c. The numbers may increase based on the requirement and SBP shall ensure that adequate manpower is available during the working hours of the laundry unit.
- d. The persons in the laundry should be medically fit and periodic medical checkup of the employees shall be coordinated.
- e. All applicable statutory and other laws shall be complied with regard to working hours, minimum wages, safety, cleanliness, leave, over time allowances, provident fund, retrenchment benefit, and medical benefit like ESI etc.
- f. The SBP should employ an adequate number of cleaners and sweepers and provide them with adequate and necessary equipment/ materials for keeping the laundry scrupulously clean and in a sanitary condition to the satisfaction of the hospital authority.

4. Equipment

- a. The mechanized laundry unit should be furnished with highly sophisticated equipment as per the specifications laid by HLL.
- b. The indicative list of equipment are:

SI. NO	Name of the Machines/Furniture's/Utilities	Quantity
1.	Sluicing machine with automatic dosing-capacity minimum 30Kg	1
2.	Washer Extractor for washing cleaning and extraction Capacity -60 kg (Front loading, Heavy duty, High Spin, Soft Mount, Suspended, Variable frequencydrive & Auto reverse &forward, Open pocket & Front	1
3.	Washer Extractor for washing cleaning and extraction Capacity -50 kg (Front loading, Heavy duty, High Spin, Soft Mount, Suspended, Variable frequencydrive & Auto reverse &forward, Open pocket & Front	1
4.	Drying Tumbler front loading - Capacity minimum 50 kg	1
5.	Drying Tumbler front loading – Capacity minimum 30 kg	1
6.	Flatwork Ironer -with Feeder, Folder & Stacker (Roller Size 800 Ø mm x	1
7.	Flatwork Ironer -with Feeder, Folder & Stacker (Roller Size- minimum 530 Ømm x minimum 3000 L	1
8.	Utility press with Ironing Table Size, the table size should be 135 cm X 38	1
9.	Softener	1
10.	Chemical Doser	1
11.	Water Service Tank	1

12.	Air Compressor -7.5H	1
13.	Mobile Table	

- c. The SBP shall also facilitate the arrangement of all requisite furniture, fixtures and other items for ensuring smooth operations. The indicative list of such items are as below and sufficient number of the items shall be positioned:

1	Storage racks
2	Folding table
3	Wash Room Trolley Capacity -50 kg
4	Linen Transportation Trolley-Capacity minimum 100kg
5	Linen Transportation Trolley-Capacity minimum 50kg
6	Laundry Scrub Station with 2 sinks
7	Shelf trolley (finished linen) capacity-100kg
8	Mending Machine
9	Dry Linen Collection Trolley-3 Containers minimum 50kg capacity
10	Industrial weighing machine
11	Office table
12	Chair with hand rest
13	Storage Cupboard (2x2)
14	Almirah
15	Dust Bin
16	Change Locker-4 Compartments
17	Shoe Rack

5. Laundry operations & requirements

a. Indicative Process Flow



- b. Linen collection, sorting, processing and allied activities shall be done in abeyance with the Laundry SoP laid down by HLL. The Sop shall be shared at the time of NoA issuance.

- c. SBP shall ensure the time to time cleaning, repair & maintenance of infrastructure of laundry area on regular basis.
- d. The SBP will support HLL on all the work related to linen washing including collection of dirty linen from all areas of the hospital to the laundry and distribution of clean laundry to the various areas of the hospital.
- e. Timelines prescribed by HLL shall be strictly followed and SBP shall support HLL to return all the linen items collected to their respective areas on the next day of collection as per delivery schedule prescribed in SOP and the linen should be clean, undamaged, and well ironed. After collection and distribution of linen a –satisfactory certification must be obtained in the logbook from the nursing officer in charge of concerned areas.
- f. Any discrepancy noted in the linen count shall invite penalty amounting to double the linen cost, if the item is untraceable after 48 hours.
- g. SBP shall ensure the maintenance of daily records during collection of dirty linen items/distribution of cleaned / washed and ironed linen items should be maintained in the department-wise registers duly signed and verified by HLL representative and AIIMS official, who is looking after the day-to-day transaction of such linen items. In addition a system / software is to be deployed by the SBP for recording day to day activities, monitoring of performance and to facilitating of invoice preparation. HLL must have complete access to this software.
- h. The carts for transport & storage of dirty & washed linen should at all times follow the colour codings as below. The carts used for transport of soiled linen should be disinfected after every use & should be kept separate from those used for transport of clean linen.

Segregation of linen is done at source as per below mentioned categories:

Safe Handling of used linen	
Linen must be handled and segregated as follows in different color coded bags	
Bag Colour	Linen Type
Green Bag	For Non-Contamination Linen
Yellow Bag	For Contamination Linen
Red Bag	For Infected linen

- i. There should be minimal handling of infected linen and if it is to be handled, PPE
- j. Standard precautions must be followed while collecting & handling of infected/soiled linen listed in the below mentioned Laundry SOP.
- k. Bio-Medical Waste management rules, wherever applicable should be followed by the

SBP.

- l. The SBP should facilitate HLL to engage sufficient trained manpower to run the Laundry Operations as per work defined in Laundry SOP.
- m. The SBP shall also facilitate the procurement and supply of quality linen for the hospital on need basis. The approved rate list for linen is enclosed as Annexure.
- n. SBP will conduct the periodic training to the staff and ensure the staff will be available in the duty hours in proper dress along with identity card.
- o. **Condemnation & Replacement of torn linen:** Condemnation of torn/useless linen will be done by the hospital authority and replacement with new linen will be done by the hospital authority. The SBP will sort out linen (after collection) which is beyond repair. The torn cloth will be sluiced/washed, stamped with red ink & handed over to AIIMS representative on daily basis. equal no. of fresh linen pieces will be issued to make up for this torn linen. This list will be verified by the Hospital's representative & this cloth will be sluiced / condemned. Equal number of fresh linen pieces will be issued to laundry from the stock provided by the SBP to make up for this torn linen. **RFID tags to be maintained for the linen**, where after a maximum of 100 washes, the linen has to be replaced with a new stock. Linens are to be supplied as per below Annexure-2

6. Timelines

- a. The estimated time to establish the mechanized laundry setup (turnkey basis) i.e., construction phase, procurement and installation of machines & furniture's, recruitment & training of the required manpower etc. and make it functional will be four Months from the day of receiving the work order.
- b. During the establishment of mechanized laundry setup, the SBP may facilitate the provision of laundry services from outside setup approved by HLL. The details of outsourcing facility shall be submitted to HLL within 15 days of receipt of NOA.
- c. Laundry services at AIIMS RAJKOT should run minimum from 8 AM to 8 PM on all days (365 days) and in case of emergency/disaster it shall function 24x7
- d. Timings of Collection of Linen
 - i. Collection of linen from OTs: will take place from 9-10AM, 2-3PM and 6-7 pm all days
 - ii. Collection of linen from ICUs: will take place from 11 to 12noon all days
 - iii. Collection of Linen from wards, OPD & other area: will take place from 10AM to 12 noon all days

7. Linen Purchase & inventory

- a. SBP shall support HLL in purchase of linen as per the rates specified by hospital as and

when requirement is put forth by AIIMS authorities. A discount of 2% on the linen rates may be provided in the first year of operation. The rate list is appended as Appendix-1 to this scope.

- b. The reimbursement towards linen purchase shall be done by AIIMS as and when invoices are submitted.
- c. The main inventory shall be maintained by AIIMS Rajkot and as and when needed new linen shall be issued.
- d. SBP shall maintain details of linen under circulation and take utmost care for safe handling of linen.

8. Payment

- a. The amount chargeable per kg of linen is Rs.72.00 for the first six months of operation and Rs. 74.00 thereafter. Payment will be made by AIIMS on monthly basis on the actual quantity of the linen washed & delivered as per the requirement during the month, after submission of services bills/invoice.
- b. The SBP shall facilitate timely submission of invoices supported with daily weight records counterchecked by HLL and AIIMS Rajkot authorities.
- c. Electricity charges will be deducted on actual basis from monthly bill.
- d. The amount payable to SBP after deducting the HLL revenue share and other expenses will be effected by HLL within 30 days of receipt of payment from AIIMS

9. Personnel training

- a. The staff in all areas of service should be properly trained on their job and periodic training sessions shall be imparted to update the job knowledge.
- b. The staff operating machines shall be given thorough training on operations by the OEM and they should be well aware of the SoP for operating machines.
- c. All staff should be aware of the importance of personnel hygiene and shall at all times abide to hygienic procedures.
- d. Regular reviews on job knowledge shall be undertaken and if needed re-training shall be imparted.
- e. Medical evaluation of staff shall be carried out and if any issues are identified, suitable measures should be taken for mitigation.
- f. The need for Immunization shall be communicated to staff and all applicable immunization shall be provided by SBP.

10. Security

- a. SBP shall position CCTV cameras at all applicable locations and backup shall be maintained as per the guidelines laid by HLL.

- b. The SBP shall be vigilant at all times regarding the safety of HLL/ SBP/ AIIMS Rajkots assets

11. Insurance

- a. SBP should ensure that all resources employed are properly insured.

12. Quality Control

- a. The SOP for quality control at all stages of operation shall be laid by HLL and SBA should support HLL in implementing and maintaining the quality standards.
- b. The documentation pertaining to day to day operations, including all maintenances shall be monitored by HLL.
- c. The washing supplies in all stages of operation should be pre-approved items.
- d. Various parameters like pH of the linen, water PPM etc shall be monitored and recorded.
- e. AIIMS Rajkot may at any time conduct a quality check of the operations.

APPENDIX-1

Sr. No	ITEM	SIZE	TAXABLE RATE	GST	RATE (Including taxes)
1	BABY SHEET	Standard size	220	5%	231
2	BEDSHEET (ALL COLOUR)	58"x90"	750	5%	788
3	BEDSHEET (ALL COLOUR + CARTOON PRINTED ALL COLOUR)	58"x108"	889	5%	933
4	BEDSHEET WHITE	58"x90"	704	5%	739
5	BEDSHEET (WHITE)	69"x108	1009	12%	1130
6	BEDSHEET (WHITE)	58"x108"	842	5%	884
7	BLANKET CAMEL COLOUR/ GREY COLOUR	58"x90"	1643	12%	1840
8	BLANKET COVER	8.5ft X 5.5ft	1208	12%	1353
9	CAMERA COVER	Standard size	665	5%	698
10	C-ARM COVER	Standard size	832	5%	874
11	CENTRAL HOLE SHEET	48"x76"	832	5%	874
12	CENTRAL HOLE SHEET (WATER PROOF)	48"x76"	915	5%	961
13	CENTRAL HOLE SHEET/ EYE SHEET	48"x72"	802	5%	842
14	CENTRAL HOLE SHEET/ EYE SHEET SMALL GREEN	36"x36"	280	5%	294
15	CHILDREN'S KURTA	All Size	638	5%	670
16	CHILDREN'S PYJAMA	All Size	554	5%	582
17	CURTAIN CLOTH	48"	379	5%	398
18	DEAD BODY SHEET	58"x98"	787	5%	826
19	DOCTOR COAT WHITE	Standard size	1124	12%	1259
20	DRAW SHEET	58"x36"	693	5%	728
21	EYE SHEET	39"x29"	389	5%	408
22	GREEN SIMPLE GOWN	All Size	1035	12%	1159

ANNEXURE-2

SCOPE OF WORK FOR PATIENT DIET SERVICES FOR IPD AT AIIMS RAJKOT.

1. Turnkey Based Dietary Service with required equipment for Patients of AIIMS, Rajkot

HLL has entered an MoU with AIIMS Rajkot for providing turnkey based dietary Service with required equipment for Patients of AIIMS, Rajkot for a period of 5 years, further extendable on mutual consent. As per the MoU, AIIMS Rajkot shall provide a space for the Kitchen approx. 450 sqmt or more preferably located at the ground floor of the Hospital Building. HLL intends to execute this project with the assistance from a Strategic business Partner (SBP). The agreed terms and conditions of the contract between HLL and AIIMS Rajkot will be applicable for SBP while performing their obligations under their work order.

1.1. Details about Scope of Work:

- a) HLL will take the possession of kitchen on as-is-where-is-basis from AIIMS Rajkot. SBP will assist HLL to carry out the obligations under the MoU on a time bound manner.
- b) The SBP will incur all costs relating to all food, cooking, fuel, labor, serving, furniture, amenities, machineries (**like dishwashing, laminar hood, deep freezers, refrigerators, boilers, milk coolers, drying machine and all other modern machines etc.**) storage, preparation, service, equipment, maintenance, disposables, air curtains, air filters in every door, insectocutors, etc. and all such equipment should be latest and state-of-art.
- c) All the operational expenses including Electricity charges shall be borne by the SBP as per the actual consumption basis. Separate sub-meters for the electricity & water will be arranged to the SBP and the equal amount will be deducted from the monthly payments of the SBP as per the utilization.
- d) The SBP will provide the food to patients in casseroles presented in a proper service tray, for private room service.
- e) For general ward food service, SBP will use compartment steel plate or disposable plates. The SBP /SBP shall procure the same of his own expenses and use them for patients as and when needed.

1.2. General Obligations of SBP:

SBP must perform their duties and obligations conforming to the agreed terms of services between HLL and AIIMS Rajkot. SBP shall

- a) Ensure compliance of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 of FSSAI and to any revision issued by FSSAI from time to time.
- b) Ensure to have valid FSSAI License during currency of contract and also submit a copy of same to the institute & renew periodically on it own.
- c) Ensure trained and certified food safety supervisor as per FSSAI norms.
- d) Ensure proper sanitation/hygienic conditions in food preparation, service, and Service.
- e) Ensure that food is served in a neat and clean utensil.

- f) Ensure to use fresh raw materials.
- g) Ensure to deploy persons free from infectious diseases. SBP should get thier employees with health card with health authority.
- h) Remove all trash and garbage to waste receptacles inside the premises of the Kitchen location. The SBP will be responsible to make collect the garbage and keep it aside for the collection. The Hospital authority shall be responsible to make arrangements for the disposal. The management will provide the support for store/dispose of the garbage.
- i) The SBP shall abide by all the necessary provisions of various other Laws/Acts viz. ESI/Workmen’s Compensation and any other laws and regulations applicable in this regard.
- j) The SBP will provide the proper uniform, ID cards, badges as per the designation, necessary PPE kit, Aprons etc. to the kitchen staff.
- k) The hospital authority will install all the necessary fire safety equipment’s at the kitchen location and obtain NOC from the fire department.
- l) The staff engaged by SBP must not below the age of 18 years and are medically fit.
- m) Ensure use of water quality as per the government norms and get it checked on half-yearly basis from the Microbiology Department, AIIMS Rajkot
- n) For Purification of water for dietary purpose, required RO plant or any other equipment’s need to be installed by the SBP’s cost.
- o) Ensure the regulations of government regarding non-smoking in public place.

1.3. Special Conditions:-

- a) The SBP will facilitate HLL to ensure to conduct the Health check-up in every six months and it will cover the following
 - Stool and Urine tests
 - Tuberculosis
 - Eye Sites
 - Immunization
- b) SBP will arrange the collection of dietary indent sheet on-regular basis through the deployed staff from the wards at scheduled time from the nursing staff. The hospital authority will provide the support of getting the indent from the nursing staff on time-to-time on daily basis.
- c) SBP will facilitate HLL to will maintain food safety list on daily basis at the kitchen site as per the FSSAI guideline.
- d) The staff supplying food to the patients are to be literate and able to read and act upon diet order/requisition slip.
- e) Inventory register will be maintained which will include checking, receiving & storing of the food material done by the SBP.
- f) SBP shall maintain indoor patient diet register in the format prescribed as follows:

Date	Indoor patient name	IP No/Bed Number	Category of Diet	Tray lining layout	Filling	Packing	Lodging

During the execution of the scope of work, the SBP will follow all standard norms of safety measures to avoid accident/occupational hazards/damage manpower, kitchen tool (Material Safety Data Sheet, MSDS) and building etc.

Please Note: All the Formats, SOPs will be displayed and followed after getting the approval from the competent authority of the HLL/ AIIMS, Rajkot

- g) 24 Hours Food Sample Records by SBP: To counter any food related outbreaks. Preserve major meals (Breakfast, Lunch and Dinner) for next 24 hours and discard the same after confirming there would not outbreak come in the knowledge.
- h) The SBP staff will clean dishes in which the meals are served with clean hot water and eco- friendly branded dish washing powder/soap/liquid before and after serving of meals. The dishes should be served to patients in clean condition after hygiene transport from the kitchen/wash area to the wards. For hospital setting dishwasher should be installed at the SBP cost. The cost of running and maintenance of the dish washers shall be borne by the SBP/service provider.
- i) The contract will ensure to provide bed to bed meal services within the prescribed timings. The SBP will ensure that the food /the therapeutic diet is served to the patients on their beds in each ward at all levels in trays as required and the empty trays are collected back in 2 hours after meals for cleaning.
- j) That the services by the SBP for this purpose shall be open as per the requirement of the Hospital for all 365 days of the year, including SUNDAYS and HOLIDAYS. Meals Service Timing will be as
 - Morning (Tea/coffee): 6:00- 7:00 am
 - Breakfast: 8:00-09.00 am
 - Mid-day: 10:30-11:00 am (Only if applicable)
 - Lunch: 12:30-1:30 pm
 - Evening (Tea/coffee & snacks): 4:00-5:00 pm
 - Dinner: 7:30-8:30 pm
 - Bedtime milk: 10:30-11:00 pm (Only if applicable)

(Please Note: The above-mentioned is based on our understanding however, the finalization will be done in-consultation and approval from the AIIMS Rajkot)

1.4. Records and Registers.

SBP will assist HLL to maintain following register and records.

Sr. No.	Name of the Register	Key information Record in the Register	Frequency of Updating	Person Responsible	Supervisor
1	Stock & Issue register				
2	Pest control register				
3	Staff attendance register				
4	Daily cleaning checklist of different sections of kitchen				
5	Person hygiene & medical record checklist of staff				
6	Electrical & civil complaint register				
7	Daily diet sheets & Diet Summary of wards				
8	Staff training register				
9	Daily diet registers of staff				
10	Equipment Maintenance				
11	Daily exhaust and Hood cleaning				
12	Accounting and expenditure registers				
13	Patient complaint register				

(Ref:- Guidelines for Modern Kitchen and dietary services, Ministry of Health and Family Welfare, Government of India, 2022.)

1.5. MENU AND SPECIFICATIOPN DIET & FEEDS

Diet plan has been made according to four meals pattern 2000K Cal
(The below mentioned meal plan is for general condition. but SBP has to meet the specific nutritional needs, such as renal, hepatic, high protein, diabetic dietary needs (MEAL PLAN MENTIONED) if required as per dietician's instruction)

a) Basic General Ward Diet (2000 K Cal)

MEAL	MENU / ITEMS
BREAKFAST 08:00 – 08:30 AM	Tea – 1 cup + sugar 1 sachet + bread slice 4 (big size – weight of each slice 30gm) covered in a aluminum foil + 10 gm jam packed + 10gm butter cube packed + roasted chana 50gm pkt. + jaggery – 30gm (covered in aluminum foil) + 1 whole fruit OR Tea – 1 cup + sugar 1 sachet + 1 quarter plate vegetable poha + roasted chana

	50gm pkt. + jaggery – 30gm (covered in aluminum foil) + 1 whole fruit OR Tea – 1 cup + sugar 1 sachet + 1 quarter plate namkeen daliya + roasted chana 50gm pkt. + jaggery – 30gm (covered in aluminum foil) + 1 whole fruit
LUNCH 01:00 – 01:30 PM	Roti 4 + dal – 2 Serving + rice – 2 serving + Curd – 100 gm packed + dry veg. – 1 serving + green leafy vegetable – 1 serving + salad 150gm + ½ lemon, *1 additional serving of green leafy Vegetables in case of gestational diabetes
DINNER 08:00 PM	Roti 4 + dal – 2 Serving + rice – 2 serving + salad 150gm + ½ lemon + milk 200 ml pkt. *1 additional serving of green leafy Vegetables in case of gestational diabetes

b) General Ward – Soft Diet (G2 Diet)

MEAL	MENU / ITEMS
BREAKFAST 08:00 – 08:30 AM	Tea – 1 cup / milk – 200ml pkt. + sugar 1 sachet + bread slice 4 (big size – weight of each slice 30gm) covered in aluminum foil + 10 gm jam packed + 10gm butter cube packed + 1 banana (in case of diabetic no banana)
LUNCH 01:00 – 01:30 PM	Khichadi – 2 Serving + Curd – 100 gm + other Veg – 2 serving (well cooked) + ½ Lemon
DINNER 08:00 PM	Khichadi – 2 Serving + Curd – 100 gm + other Veg – 2 serving (well cooked) + ½ Lemon + milk – 200ml pkt.

C) General Ward – Liquid Diet (G3 Diet)

MEAL	MENU / ITEMS
BREAKFAST 08:00 – 08:30 AM	Tea – 1 cup / milk – 200ml pkt. + sugar 1 sachet + Protein concentrate powder – 10 gms + fruit juice packed – 200 ml
LUNCH 01:00 – 01:30 PM	Soup – 2 bowl (200ml each) + thin dal – 1 + bowl (200 ml) + buttermilk packed – 200ml
DINNER 08:00 PM	Soup – 2 bowl (200ml each) + thin dal – 1 + bowl (200 ml) + milk packed – 200ml with 1 sachet of sugar + protein concentrate powder – 10gms

d) Private Ward – Regular Diet (P1 Diet) 2500 K Cal

MEAL	MENU / ITEMS
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BREAKFAST 08:00 – 08:30 AM	Tea – 1 cup / Milk – 200ml pkt. + sugar 1 sachet + bread slice 4 (big size – weight of each slice 30gm) covered in aluminum foil + 10 gm jam packed + 10gm butter cube packed + roasted chana 50gm pkt. + jaggery – 30gm (covered in aluminum foil) + cornflakes – 60 gm/ sprouts – 20gm + 1 Whole Fruit OR Tea – 1 cup / Milk – 200ml pkt. + sugar 1 sachet + 1 quarter plate vegetable poha + roasted chana 50gm pkt. + jaggery – 30gm (covered in aluminum foil) + cornflakes – 60 gm/ sprouts – 20gm + 1 Whole Fruit OR Tea – 1 cup / Milk – 200ml pkt. + sugar 1 sachet + 1 quarter plate namkeen daliya + roasted chana 50gm pkt. + jaggery – 30gm (covered in aluminum foil)
LUNCH 01:00 – 01:30 PM	Soup – 1 Serving (200 ml) + Roti 4 + dal – 1 Serving + rice – 2 serving + dry veg. – 1 serving + green leafy vegetable – 1 serving + Paneer Veg – 1 serving + curd packed – 100 gm + salad 150gm + ½ lemon, *1 additional serving of green leafy Vegetables in case of gestational diabetes
DINNER 08:00 PM	Soup – 1 Serving (200 ml) + Roti 4 + dal – 1 Serving + rice – 2 serving + dry veg – 1 serving + salad 150gm + ½ lemon + milk 200 ml pkt. *1 additional serving of green leafy Vegetables in case of gestational diabetes

e) Private ward- Soft Diet (P2 Diet)

MEAL	MENU/ ITEMS
BRAKFAST 08:00 – 08:30 am	Milk- 200ml pkt. + sugar 1 sachet + bread slices 4 (big size – weight of each slice 30gm) covered in aluminium foil + 10gm butter cube packed + 1 banana (in case of diabetic no banana) +20 gm tossed paneer/ boiled egg- 1
LUNCH 01:00 – 01:30 pm	Khichadi – 3 Serving + Curd -100gm + other veg -2 serving (well Cooked) + soup (Spinach + carrot + beetroot + tomato) – 1 serving + paneer bhurji – 1 serving + ½ lemon
DINNER 8:00 pm	Khichadi – 3 Serving + Curd -100ml + other veg -2 serving (well Cooked) + soup (Spinach + carrot + beetroot + tomato) – 1 serving + ½ lemon + milk – 200ml pkt. + packed chena kheer – 100gm

f) Private ward – Liquid Diet (P3)

MEAL	MENU/ ITEMS
BRAKFAST 08:00 – 08:30 am	Tea -1 cup/ milk -200ml pkt. + sugar 1 sachet + protein concentrate powder – 10gms + fruit juice packed -200 ml
LUNCH 01:00 – 01:30 pm	Soup -2 bowl (200ml each) +thin dal – 1 bowl(200ml) + Buttermilk packed – 200ml
DINNER 8:00 pm	Soup -2 bowl (200ml each) +thin dal – 1 bowl(200ml) + milk packed – 200ml with 1 sachet of sugar + protein concentrate powder – 10gms

g) Pediatric Diet (PD 1 Diet)

MEAL	MENU/ ITEMS
BRAKFAST 08:00 – 08:30 am	Milk- 200ml pkt. + sugar 1 sachet + bread slices 4 (big size – weight of each slice 30gm) covered in aluminium foil + 10gm butter cube packed + tossed paneer – 20gm/ Boiled egg- 1 + 1 banana + 1 pkt. Biscuit

LUNCH 01:00 – 01:30 pm	Roti 2 + dal 2 serving +1 serving+ potato veg. – 1 serving + other veg – 1 serving + paneer veg – 1 serving + curd- 100ml + 1 sweet
DINNER 8:00 pm	Roti 2 + dal 2 serving +1 serving+ potato veg. – 1 serving + another veg – 1 serving + paneer veg – 1 serving + 1 sweet + milk – 200ml

h) High Carbohydrate Low Fast Diet (Same in General Ward and Private ward) (HP 2 Diet)

MEAL	MENU/ ITEMS
BRAKFAST 08:00 – 08:30 am	Tea-1 cup/ Milk- 200ml pkt. + sugar sachet -1 + brown bread slices 4 (Medium size – weight of each slice 20gm) covered in aluminium foil + 10gm Jam packed + jausattu- 30gm + 1 Whole Fruit
LUNCH 01:00 – 01:30 pm	Roti 4 + dal 1 serving +rice - 1 serving+ green veg. – 2 serving + paneer veg – 1 serving + curd packed – 100gm + salad 300gm
DINNER 8:00 pm	Roti 4 + dal 1 serving +rice - 1 serving+ green veg. – 2 serving + paneer veg – 1 serving + curd packed – 100gm + salad 300gm

i) Diabetic diet

MEAL	MENU/ ITEMS
BRAKFAST 08:00 – 08:30 am	Tea-1 cup/ Milk- 200ml pkt. + brown bread slices 4 (Medium size – weight of each slice 20gm) covered in aluminium foil + 10gm butter cube packed + roasted chana 50gm pkt. / cornflakes – 60 gm / sprouts – 20gm + 1 whole fruit (except mango, banana, grapes litchi, cheeku)
LUNCH 01:00 – 01:30 pm	Soup – 1 serving (200 ml) + Roti 4 + dal 2 serving + dry veg – 1 serving + green leafy Vegetable – 2 serving + paneer veg – 1 serving + curd packed – 100gm + salad 300gm + ½ lemon
DINNER 8:00 pm	Soup – 1 serving (200 ml) + Roti 4 + dal 2 serving + dry veg – 1 serving + green leafy Vegetable – 2 serving + paneer veg – 1 serving + curd packed – 100gm + salad 300gm + ½ lemon + toned milk – 200 ml pkt.

j) Low protein Low Sodium Diet (Same in General and Private ward) (LP1 Diet)

MEAL	MENU/ITEMS
BRECKFAST 08:00- 08:30am	Tea- 1cup /Milk – 200ml pkt. +sugar sachet – 1 + brown bread slices 4(medium size – weight of each slice 20gm) cover in aluminium foil + 10gm butter cube packed+ jav sattu- 30gm+ 1 whole fruit (only apple, 00papaya, gava, pear)
LUNCH 01:00- 01:30PM	Roti4+dal-1 serving +rice-1 serving +dry veg-1 serving +paneer veg-2serving + curd packed- 100gm +salad 100gm (no onion no tomato)
DINNER 08:00PM	Roti 4+ dal – 1 serving g + rice -1 serving + dry veg-1 serving + paneer veg-2 serving +salad 100gm (no onion no tomato)

k) Clear Liquid Diet

Diet	Ingredient	Quantity
Element Alfeed	*protein concentrate-50gm, Glucose-120gm, Refined oil-25gm, Water-950ml	As per the dietician's instruction with due consent of consultant
Diabertic/Renal/Hepatic feed	Packed milk (200ml pkt.)/Packet butter milk (200ml pkt.), sattu (30gms per feed) Vegetable soup(100gm raw vegetables) Egg white, Sugar (sugar sachet), oil (brand) *protein concentrate	

*Protein concentrate- As per Advice of institute

l) Dietician Gluten Free Diet

BED TEA	1 cup Tea with Sugar +Arrow Root Biscuit
BREAKFAST	Milk/Lassi/Tea/Coffee/Juice/poha/Sabudana Khichdi/Cornflakes/Chivda/Fruit
MID-MORNING	Lassi/Nimbu Panni/Roohafza/Dal or Besan Cheela/Rice Idli/Rice Dosa
LUNCH	Salad+ Curd + Sabji +Dal Rice/Make ki Roti/Aloo-Arrowroot Roti/Bajra Roti
TEA TIME	Tea/Coffee/Milk Shake/Lassi+Aloo Chaat/Sporut Chaat/Chana Chaat/Boiled Pulse Chaat/Three Bean Salad/Corn Cutlets/Steamed Or Fresh Corns/SabadanaVada/Bhelpuri/Laiya Chana
DINNER	Same As Lunch
DESSERT	Milk/Rice Kheer /Carrot Kheer

m) Diet: Sample menu for Burn diet/High protein diet

Meal Distribution	Meals	Quantity
Morning tea	Tea	01 cup (150ml)
	Biscuit	05 Piece Packed
Breakfast	Milk	200ml/1 glass
	Bread/Oat/Dalia	02 pieces/60 gm
	Sattu/Egg	100gm/3 pc.
	Roasted chana	50gm packet
Mid-day	Fruit (whole)	120 gm
Lunch	Roti/Millet roti	04 pieces (raw 25 gm atta)
	Dal	02 karchi (50 gm raw)
	Rice	01 Karchi (25 gm raw= 75 gm cooked wt.)
	Dry green vegetable	01 serving (100 gm cooked wt.)
	Seasonal vegetable	01 serving (200 gm cooked wt.)
	Salad	50 gm
Evening snacks	Tea	01 cup (150ml)
	Biscuit	05 pieces
Dinner	Roti/Millet roti	02 pieces
	Rice	01 Karchi (25 gm raw= 75gm cooked wt.)
	Dal	02 Karchi (50 gm raw)

	Dry green vegetable	01 Karchi (200 gm cooked wt.)
	Milk	200 ml/1 glass

The HLL has quoted the price of the Basic Regular Diet in Rupees per plate (per patient per day) only. The price quoted by the HLL for the Regular Diet shall be considered in proportion for the other diets as under-

Sr. No.	Diet	Rate Proportion
1	Regular Diet 2000 Kcal, Diabetic diet, Hypertension diet, Therapeutic diet.	100%
2	Regular Diet 255 Kcal in Private wars, high Carbohydrate, Low fat Diet	125%
3	Regular Diet 3000 Kcal, Enteral feeds (2000-2500 ml), high Protein Diet	150%
4	Liquid diet(Full-strength/Volume 1800ml), Semi Solid/ Soft Diet, Pediatric Diet, Low Protein Low Sodium, Gluten Free diet (General and Private ward)	75%
5	Liquid Diet (Half Strength/clear liquid-1800ml) (General and Private ward)	50%

1.6. SKILL/SPECIFICATION FOR STAFF & UNIFORM REQUIREMENTS QUALIFICATIONS

As per the agreement with AIIMS Rajkot, HLL have to provide least 1 Dietician (MSc. (Food & Nutrition) from a recognized University / Institution with 2 years' experience as Dietician in a Hospital or medical institute) on his role which needs to be arranged by SBP.

SBP will employ enough (Minimum 25) staff under various category (As mentioned in section VIII) including dietician, kitchen manager/supervisor, storekeeper, steward, head cook, cook, assistant cook, bearer, masalchis (cleaners) & any other staff with proper uniforms, apron, hand gloves and head gear as per HLL/AIIMS requirement.

SUGGESTED SPECIFICATION FOR DEPLOYMENT OF MANPOWER AS detailed below:

Sr. No.	Category of employee	Job specifications	Job Profile
1	Dietician	MSc.(Food & Nutrition) from a recognized University/Institution with 2 years' experience as Dietician in a Hospital or medical institute	Overall, In-charge of the kitchen and dietary services Taking daily rounds of wards, interaction with the admitted patients. Preparing menu plan for dietary services particularly of those who have been prescribed therapeutic diet. Inspect meals served for conformance to prescribed diets and standards of palatability and appearance Monitor food service operations Maintain and physically verify the store. Address complaints relating to quality of the

			<p>food or service</p> <p>Involvement in planning and designing of kitchen and equipment Member for diet-related hospital committee/competent authority Organize training sessions for ANM/GNM on basic nutrition Guideline for healthy cooking. personal hygiene and basic aspects of food safety. Study and analyse current, scientific nutritional studies to improve the quality of dietary services</p>
2	Kitchen manger/ supervisor	Degree/ Diploma in hotel management and catering technology with experience of 01 years working in hospital kitchen, large institutional canteen, or any reputed hotel.	<p>Ensure compliance with relevant health and safety standards. Investigate and resolve customer complaints. Assign duties and compile the roster. Keep budgets and payroll records. Ensure accuracy of all records Reporting of staff for any misconduct Ensure regular supply of all raw materials. Coordinate all the kitchen services.</p>
3	Storekeeper	12 th standard with 08 weeks skill course in food production and 05 years of experience of working in hospital Kitchen/ hotel catering	<p>Coordination with dieticians regarding patient meal selection and preferences. Issuance of raw materials to kitchen for food preparation and record keeping</p>
4	Steward	10 th standard with 05 years of experience of working in Hospital Kitchen/ hotel catering	<p>Conduct daily rounds to allocated wards to take patient's feedback regarding dietary services. Coordinate with the Kitchen supervisor regarding patient meal selection and preferences.</p> <p>Report back to Dietician.I/c regarding any update on patient meal preference, selection, and intake. Ensure that the correct diet is being served to the patient. General daily patient census.</p>
5	Head Cook	8 th Standard Pass with basic skill course of 08 weeks in food production and 05 years' experience of working in hospital Kitchen/Hotel catering as cook	<p>Responsible for the overall functioning of the kitchen. Execution of standards for food safety. Monitoring of food cooking process Ensure food distribution to patient care areas, Ensuring preparation of quality food for patients. Monitoring the work of cooks as per their work distribution maintenance of records.</p>
6	Cook	8 th Standard Pass with basic skill course of 08 weeks in food production. Preferably having experience of working as a masalchi /cook for three years in a catering establishment/hospital/hotel	<p>Preparation of patient diet as per the diet sheet in consultation with dieticians. Ensuring safety standards during food preparation. Safety storing and maintaining equipment and food materials indenting of food items for the stores.</p>
7	Assistant Cook	8 th Standard Pass with of 08 weeks skill course in food production. Preferably	<p>Preparation of patient diet as per the diet sheet in consultation with dieticians. Ensuring safety standards during food</p>

		having experience of working as a masalchi /cook for three years in a catering establishment/hospital/hotel	preparation. The role ensures that food items are properly washed, healthy cooking methods are adopted and quality procedures are adhered to. Safety storing and maintaining equipment and food materials indenting of food items from the stores and maintaining inventory of consumption.
8	Bearer	8 th Pass, two years' experience of working in any food establishment	Responsibility of peeling and chopping of vegetables, kneading dough, grinding and preparing masala and cleaning of dry food items of supervising the cleaning washing. Packing and loading of food and other necessary cutlery in food distribution trolleys. Distribution of food from patients' bed to bed. Observance of all the hygienic practices during food handling collection of soiled dishes/plates from the wards in dish collecting trolleys.
9	Masalchis (cleaners)	8 th Pass experience of working as masalchi in any food establishment	Cleaning utensils and kitchen equipment. Daily cleaning of the kitchen as per the schedules mentioned or as when required.

Note: Work in kitchen should take place in a minimum of **Two shifts** as per statutory requirements/ latest labour law issued by the ministry of labour commission GOI and at no stage working norms of 08 hours per week will be violated for all employees, proper rest and holiday to be given as per rules.

1.7. LIST OF EQUIPMENT

1.7.1. EQUIPMENT AND MAINTENANCE

The SBP/service provider should procure and install all the equipment/machine of different capacities/ types, including cooking utensil, crockery and cutlery and serving dishes according to the menu. All machines must be cleaned every day after use, at regular interval. Preventive maintenance is a must. A list of bare minimum equipment and machines is given below.

1.7.2. List of Equipment to be installed mandatorily.

Sr. No.	Item Name	Size	Quantity
Chapatti Section			
1	Single Sink Unit	24x24x34	1
2	Chapatti Plate with Puffer	54x24x34	1
3	Work Table with U/S	24x24x34	2
4	Roti Machine	Fully Automatic	1
Main Kitchen (Indian)			
1	Work Table With U/S	18x24x34	5
2	Stock Pot Stove	24x24x34	2
3	Single Sink Unit	24x24x34	1
4	2 Burner Range with U/S	48x24x34	1

5	3 Burner Range with U/S	66x24x34	1
Beverage			
1	SS Work Table with U/S	60x24x34	1
2	Food Service Trolley	36x24x34	4
Store			
1	MS Rack	36x18x72	4
2	SS ATA/Maida Bin	18x24x34	1
3	SS Onion Potato Bin	30x18x34	2
4	SS Pellet	36x24x34	1
5	Platform Trolley	36x24x34	2
Dish Wash			
1	Soil Dish landing Table	48x18x34	1
2	Three Sink Unit	72x24x34	1
3	Clean Dish Table	36x18x34	1
4	Clean Dish Rack	36x18x48	2
5	Post Rack	48x24x48	1
6	Dish landing Trolley	36x24x34	1
7	SS Rack	36x18x60	1
Preparation			
1	SS Rack	36x18x72	1
2	Pulveriser	2HP	1
3	Deep Fridge	450 Ltr	1
4	Pulveriser for RT Dlet	2 HP	1
5	ATA Dough Kneader	25 Kg	1
6	Worktable With Single Sink	60x24x34	1
Pick Up			
1	SS Pick up table with 2 U/S	72x27x34	2
2	Plate Service Trolley	36x24x34	1
3	Bain Marie with pickup Shelf	72x27x34	1
HVAC, GAS Pipe Line and Other work			
1	SS Exhaust Hood With Baffle Filters	As Per Requirement	1
2	G I Ducting (Exhaust)	As Per Requirement	1
3	G I Ducting (Air Cooler)	As Per Requirement	1
4	Gas Pipe Line	As Per Requirement	1
5	Gas Manifold System	For 6 Cylinders	1
6	Axial Fan	3 HP (28")	1
7	Exhaust Fan	18"	1
8	Air Cooler With 1HP Fan	48x36x48	1
9	RO System	150 LTR	1
10	Insect Killer	Stand	4

Note: The service provider will do all above mentioned work on his own expenses. The List of equipment given above is not exhaustive. The SBP will install modern kitchen at each place provided by AIIMS Rajkot on his own expenses. Before installation of Kitchen Equipment, the SBP will submit a drawing of proposal layout to the AIIMS Rajkot for

approval. All equipment to be installed will be of good quality i.e. of SS 304 grade and machinery from reputed brands.

1.8. HLL will arrange following facilities to the SBP from hospital:

- The Map of the Kitchen Infrastructure
- The authority will provide the Complete Infrastructure work which includes the False ceiling, flooring work, ceiling work, painting, lighting, windows and doors installations, plumbing work, electricity work to the SBP to further install the modular equipment in the kitchen.
- Stores Space as per the drawings available with AIIMS, Rajkot
- Annual Maintenance of the public health services, electrical and relating to civil works in the Building Complex shall be provided by the Institute.
- The electricity and water charges will be borne by the SBP. For this purpose separate sub-meters will be arranged and the equal amount will be deducted from the monthly payments of the SBP as per the utilization.
- For hospital indoor patients' food service crockery, cutlery and service dishes trays, feed bottles shall be provided by the SBP.
- Fuel gas connection with pipeline, distribution and control fixtures shall be provided by SBP along with day-to-day gas consumption and its running cost. The SBP will procure the gas at his own level.

1.9. SBP on his part shall have following other obligations

1.9.1. To arrange quality ration items from the market at his own cost required for contract services. The SBP will prepare and make supplies as per specifications given. Ration so procured will have to meet optimum quality and be to the satisfaction of vis-à-vis. Concerned Dietician/Chief Dietician/ any other officer so deputed for the purpose.

1.9.2. To prepare and process the cooking of food and to ensure that the same is supplied/distributed and served at fixed timing as per the diet schedule in the requisite area

- a) To make arrangements for deployment of staff and supervise their work.
- b) All the workers to be deployed will get declared medically fit from any Government hospital at his own cost. Thereafter, their health checkup will be got done twice in a year i.e. after every six months at the cost of the SBP. Immunization of the workers for different infective diseases shall be got done by the SBP at his own cost.
- c) All workers of the SBP will wear the prescribed uniform at the time of duty and shall display identity cards so supplied by the SBP.
- d) The SBP will supply a list of all the workers so deployed to HLL they are put to work. Similarly, he/she will also inform immediately in case any workers have been changed.

- e) All the workers will be paid the wages by the SBP as per the Labor Laws and he/she shall submit a certificate every month in this regard.
- f) All workers deployed will primarily be the workers of the SBP. The HLL/AIIMS will have no obligation; they will have no right to claim any job from the HLL/AIIMS, Rajkot on this account.
- g) The SBP will assist HLL will ensure to provide bed to bed meal services within the prescribed timings. The SBP will ensure that the food/ the therapeutic diet is served to the patients on their beds in each ward at levels in trays as required and the empty trays are collected back after meals for cleaning.
- h) The contract will be liable to obtain any license under the Food Act at his own from the competent authority as required under the relevant rules and submit a copy of the same to the Institute.

1.10. Rate contract details for outsourcing of patient diet services.

HLL had quoted the price for the basic Regular diet in Rupees per plate (per patient per day) only. The rate quoted by the HLL for the Regular diet shall be considered in proportion for the other diet as under:-

Sr. No.	Diet	Rate Proportion	Rate Per Day per Patient		
			If patient strength is from 0-100 Per day	If patient strength is from 101-300 Per day	If patient strength is from 301 and above Per day
1	Regular Diet 2000 kcal, Diabetic diet, Hypertension diet, Therapeutic diet	100%	193	186	177
2	Regular diet 2500 Kcal in Private Wards, High Carbohydrate, Low fat Diet	125%	242	233	222
3	Regular Diet 3000 Kcal, Enteral feeds (2000- 2500ml), High Protein Diet	150%	291	280	266
4	Liquid diet (Full-strength/ Volume 1800ml), Semi Solid/ Soft Diet, Pediatric Diet, Low Protein Low Sodium, Gluten Free diet (General and private ward)	75%	145	140	133
5	Liquid Diet (Half Strength/ clear liquid-1800ml) (General and Private ward)	50%	97	93	88
	Covid 19 Diet (By following all covid protocols and use of disposable				

6	utensils of standard quality and diet to be prescribed by the institute)	150%	291	280	266
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NOTE: -

1. The rates quoted based on the above-mentioned terms & conditions as stipulated.
2. The rates are inclusive of all the materials and the manpower need to be provided.
3. The rates are exclusive of all taxes.

ANNEXURE-3
SCOPE OF SERVICES- AMC FOR CLEANING OF WATER TANK

Brief Overview

HLL is the implementing agency for AMC of water tanks cleaning (Overhead, underground , sumps) in the AIIMS Rajkot premises. The period of service is for 3 years, further extendable for 2 more years. All tanks are to be cleaned thrice a year and the total number of tanks to be disinfected and maintained may increase or decrease during the agreement period based on requirement. The SBP shall support HLL in successfully undertaking the AMC for water tanks in AIIMS Premises. The detailed scope of services is as below:

Scope of Services

- a. The SBP should aid HLL to deploy different sophisticated/ latest equipment for rendering the cleaning work in highest quality.
- b. The material/ machines for cleaning tanks should at all times adhere to specifications laid down by HLL with approval from AIIMS Rajkot.
- c. The brand/ specifications of all materials/ equipment utilized for cleaning should be shared to HLL for review and approval.
- d. The equipment should be properly maintained and cleaned before each job.
- e. The cleaning activities should be in line with SOP finalized by HLL.
- f. SBP shall employ suitable trained manpower for the cleaning work.
- g. The local sweeper/ plumber or other casual worker shall not be hired. The personal hygiene of the cleaners is of prime importance and SBP has to ensure that the cleaners does not become the source of contamination.
- h. The cleaning professionals and all should dress properly/accordingly. Uniforms and ID-Cards are mandatory, so to recognize easily.
- i. The SBP's employees be punctual and will never deter or hesitate to work late hours to complete a particular tank/committed job.
- j. The cleaning professionals should be properly dressed at the time of cleaning, with gum boots, and should work as per the direction of Project Manager /nodal person.
- k. All safety Gadgets like Safety Belts, Special Safety Ladder, Helmets, Heavy Duty Gum Boots, Electric Safety Gloves and Special Working Gloves, Safety Goggles, Masks, Aprons, etc. for complete safety and security should be used.
- l. The safety of the manpower employed is the complete responsibility of SBP.
- m. The SBP should give prior information to the respective resident/officer-in-charge/faculty of department for dewatering the tank for cleaning and after cleaning resume the supply after filling the tanks and take the certificate from the respective one

and put the date of cleaning with paint on the tank. This is the essential responsibility of the SBP.

- n. The SBP shall coordinate with the residents at places where the works are to be executed so that the residents are not in distress.
- o. The SBP engaged workers shall behave properly/conduct duties without any dispute & inform to the residents in proper time.
- p. The SBP's employees should be courteous and shall give answer of the questions asked and treat AIIMS Rajkot/ HLL with respect
- q. The works be executed with high standards for the quality services.

Stages in water tank cleaning

The SBP has to ensure that the following stages of tank cleaning are followed every time .

Cleaning of RCC underground/ RCC water OH

- a. Dewatering the tank with submersible pump or with suitable arrangements
- b. De-silting and removing of left over dirty water up to 100 to 150 mm in the bottom,
- c. Complete removal of water of the tank and sludge with special sludge pump,
- d. Cleaning of walls and ceiling with special mechanized high pressure jet machines by rotary jet system at which dislodges the layer of dirt, algae, fungus stuck on its surface usage of scrubbing machines for old stains and cleaning chemicals, if required, of approved make
- e. Floor of the dirty tank should be thoroughly cleaned up by jet cleaner
- f. The dirt, silt and other foreign material should be removed by using Industrial Vacuum Cleaners of power (1200W).
- g. Safe Anti-Bacterial chemicals (non-toxic, biodegradable & ecofriendly) in safe dosage levels (as per OECD Guidelines) should be applied/sprayed in the tank to ensure total sterilization of tank
- h. An ultraviolet Radiator should then be used in the tank to kill further floating bacteria/ virus in order to make the tank totally clean, bacteria free and safe for storage of drinking water.

Cleaning of PVC water storage tanks including emptying the water tanks manually

Mechanical & manual means may be employed as per requirement. The indicative steps are :

- a. Removal of silt from bed level,
- b. cleaning the walls & bottom of tank by soap solution,
- c. spraying anti-bacterial agent and disinfection by ultraviolet radiation.
- d. Disinfection with Potassium per manganate (KMNO₄) solution

- e. finally cleaning the surface with fresh water complete including disposal of rubbish sludge by mechanical transport beyond municipal limits.
- f. Storage and Cleaning equipment's like Scrubbers/Wipers, Storage drums, Sludge Collectors and Cisterns, etc. must be integral part of system.

Commercials

The amount chargeable per tank is as below:

S.No	Description of items with Specifications	Rate/Unit Per single Service (One time)
GROUP A – Overhead Tank		
1.	Details for Cleaning of RCC/PVC Overhead water Tank having capacity of 250 liters to 3,000 liters.	1850/-
	Details for Cleaning of RCC/PVC Overhead water Tank having capacity of 3000 liters to 5,000 liters.	2150/-
	Details for Cleaning of RCC/PVC Overhead water Tank having capacity of 5,000 liters to 10,000 liters.	2450/-
	Details for Cleaning of RCC/PVC Overhead water Tank having capacity of 10,000 liters to 15,000 liters.	3250/-
	Details for Cleaning of RCC/PVC Overhead water Tank having capacity of 15,000 liters to 20,000 liters.	4150/-
GROUP B – Underground Tank		
2.	Details for Cleaning of RCC Underground water Tank having capacity upto 50,000 liters.	15,000/-
	Details for Cleaning of RCC Underground water Tank having capacity of 50,000 to 1,00,000 liters.	28,000/-
	Details for Cleaning of RCC Underground water Tank having capacity of 1,00,000 to 1,50,000 liters.	42,000/-
	Details for Cleaning of RCC Underground water Tank having capacity of 1,50,000 to 2,00,000 liters.	55,000/-

The number of tanks may increase or decrease during the period of operation.

Annexure-4

SCOPE OF WORK FOR PEST AND RODENT CONTROL SERVICES IN AND AROUND THE PREMISES OF THE HOSPITAL AND HOUSING COMPLEX AT AIIMS RAJKOT

HLL has entered an MoU with AIIMS Rajkot for providing pest and rodent control services in and around the premises of the hospital and housing complex at AIIMS Rajkot for a period of 5 years, further extendable on mutual consent. HLL intends to execute this project with the assistance from a Strategic business Partner (SBP). The agreed terms and conditions of the contract between HLL and AIIMS Rajkot will be applicable for SBP while performing their obligations under their work order.

1. Detailed Scope of work for SBP

- 1.1. SBP will assist HLL in carrying out the regular and periodical pest control measures for entire premises of AIIMS, Rajkot (Residential Complex, Staff Quarters, Hostels, Medical College, Hospital Complex including all the open areas etc.). SBP shall arrange deploy 04 (four) dedicated manpower for carrying out the work who will be available every day from 8AM to 5PM except weekly off days. SBP will prepare duty chart of the Technician/sprayers and share with the Competent Authority.
- 1.2. SBP will carry out the regular and periodical preventive services and all urgent calls as and when warranted under the Service Contract, at the approved rates only. SBP will also furnish to HLL the details of the mobile numbers of Staff to be deployed and e-Mail Address, on which they can be contacted.
- 1.3. While preparing the financial quote to HLL , SBP should consider the rates for Disinfestations, Control and Treatment of General Pest & Gel Treatment for Cockroaches, Bed Bugs, Bat, Ply, Rates etc. and Termites Control, the entire area of Hospital, Wards/Offices as per the enclosed schedule.
- 1.4. The Pest control/Anti-Rodent/Anti-Termite which means eradication of Cockroaches, Mosquitoes, Flies, Lizards, Termite, Rat etc. through the use of permitted insecticides as per Government of India and WHO Norms. The Pest Control will cover all the reachable places like space under the tables, Chairs, Almirahs, on and around the pile of Files, Wooden Furniture, False Ceiling, all Staircases, Lift Lobby, all Toilets Drain Ducts, all Pantry rooms, in all Stores and any hidden space under the Furniture etc. and will leave no space unattended.
- 1.5. The Specification and Make/Quality of Chemicals/Pesticides will be provided by HLL, and SBP must ensure that the used Chemicals/Pesticides will be certified by WHO Pesticide

Evaluation Scheme (WHOPES) for Public Health utilization and approval with BIS Certification. SBP will submit the name of the Principal of Authorized distributor, from where these Chemical/Pesticides will be procured by them. Number of Chemical/Pesticides will be used after its expiry date and it will be subject to quality approvals at the time of use/spraying.

- 1.6. The entire job shall be attended on site only, no items, beds/diwan/sofa sets etc. will be taken for pest/termites/bed bug treatment outside of AIIMS Campus. SBP will consider the area covered/mentioned under the Service contract to provide the pest control services mentioned above. However, in case of the extension of area or services the rate will be paid extra to SBP.
- 1.7. SBP must attend the urgent calls within 72 Hours from the time of informed received by the departments by any means of communication including Telephone.
- 1.8. SBP will provide one preventive service call every month for in all the Department/Wards/OTs/ICUs/Offices/Residents etc., besides attending to all urgent calls as and when warranted. The frequency to provide the various services is listed below in the table.
- 1.9. Rodent Control: Rodent controlling will be done as per orders and instructions on the subject.
 - 1.9.1. SBP will ensure that the pest control once done shall remain effective up to next pest control; failing which it shall have to be done again without any cost.
- 1.10. SBP will deploy the qualified and experienced staff to attend the work in times as per the requirement, they should carry Identification Card issued by the contact holder, and any change of the staff due to attrition in SBP is to be informed to competent Authority or HLL and AIIMS Rajkot.
- 1.11. SBP will provide special care of pest control services during the rainy/mosquito breeding season or any event of unexpected emergency.
- 1.12. All the termites job carried out by SBP will have a guarantee of twelve months from the date completion.
- 1.13. SBP will provide purchase proof of chemicals with the bill (Either purchased from manufacturer or from their authorized stockiest) & test report copy of all batches of chemicals, WHO certificate, BIS/ISI specification and MSDS of all chemicals using in this hospital to maintain quality and genuineness of chemicals being used. The HLL/AIIMS reserve right to send the sample/chemical, which is being used by the firm, for testing in

the approved Labs. The expenses towards all such tests are to be borne by the HLL's Client hospital at their own cost.

- 1.14. SBP will take all precautionary measures to avoid any damages to adjoining property. All necessary arrangement shall be made at our own cost. SBP will provide the PPE kit to all the pest control operators which includes safety shoes, gloves, Cap etc.
- 1.15. SBP will conduct the Pest control and other related activities with the latest approved methods and machines.
- 1.16. HLL will appoint /designate the nodal person /engineer who will coordinate with SBP for all the plan of action services to be provided by SBP and supervise/inspect the work conducted by SBP.
- 1.17. HLL will arrange through its client one storeroom to keep the pest control services materials like chemicals/pesticides, machines etc. to SBP.
- 1.18. SBP will be responsible for the procurement of all the materials required to complete the work.

2. DETAILS OF AREA

Part A: Pest Control in whole campus

General pest and Rodent control- Disinfection shall be done using reputed brand marked ISI spraying the entire premises of AIIMS Hospital and surrounding with special reference to kitchen, pantries, toilets, drainage, sewer, furniture & fixture by utilizing appropriate quality and quantity of chemical/pesticides which should cover complete extradition of all kind of flying and crawling insects, beetles-pests such as mosquitoes, carpets moths, cockroaches, lizards, bugs and removal of honey bee hives etc. Rodent treatment against rat and mice is to be carried out through trapping & baiting methods by using tracking power as **per latest ISI specifications**. The chemical should be branded ISI marked products of a company.

Part B: Gel Treatment for cockroaches.

Part C: Anti- Mosquito fogging in the hospital i.e., Cold Fogging by machine for mosquito control in the whole campus

Part D: Termites control in the hospital

Anti Termite (White Ants treatment) with guarantee Anti Treatment shall be done by using reputed brands as per latest ISI specifications. Application by spraying digging plinth/floor, injection holes and cavities in the wall and furniture`s along with fixture after keen observation of spots of termite attack & closing of holes cavities may be ensured in all the furniture in the premises of the offices.

Please Note:-

- a. The Scope of work shall include complete Termites & pest control service including Rodent control etc. with appropriate BSI Mark/ recommended chemicals treatment once in a week. Catching & Disposing of Rats will be the sole responsibility of SBP. SBP has clearly specified the name/ details of disinfectants/ material to be used by them.
- b. SBP has listed the rates of all types of pest control services rate separately per sqft.
- c. The service will be provided every week in each area besides attending to specific complaints as and when warranted. The pest control & termites' control should be done in afternoon or as the requirement of the department. Pest control service/Gel Treatment to be done weekly basis.
- d. SBP will depute sufficient personnel/ workers daily in hospital for the pest control services in the premises of the hospital.

3. LIST OF APPROVED MAKE OF CHEMICALS

Specification/brands names of ISI approved Chemicals (Refer materials, whichever are applicable for the scope of work) and finishes approved by the Project manager are listed below. However, approved equivalent chemicals and finishes of any other specialized firms may be used, in case it is established that the brands specified below are not available in the market but only after approval of the alternate brand by the competent authority/ Nodal person of AIIMS-Rajkot

S.No	Name of Insects/reptiles/rodents etc.	Approved Make Chemicals and brand name
1	RAT	ROBAN CAKE, ZINC PHOSPHIDE
2	TERMITES	PREMISE OR EQUIVALENT
3	SNAKES	CARBOLIC ACID, CHLORPYRIFOS
4	BED BUG	ALL OUT INDIA BAYER TEMPRID, BAYER TEMPRID SC
5	ANT	AYER RESPONSAR, DELTAMETHRIN
6	CRAWLING / FLYING INSECT	RESPONSAR(BAYER) OR EQUIVALENT
7	CARPET MOTHS	RESPONSAR (BAYER) OR EQUIVALENT
8	PLYWOOD INSECT	PREMISE(BAYER) OR EQUIVALENT
9	WASP	MALATHION 50%EC(BAYER) OR EQUIVALENT
10	COCKROACHES	BAYER RESPONSAR, BAYER TEMPRID, MAXFOREE GEL,

11	SPIDER	BAYER BETA CYFLUTHRIN OR EQUIVALENT
12	LIZARD	
13	BUGS	RESPONSAR(BAYER) OR EQUIVALENT
14	HONEYBEES	RESPONSAR, PROPOXURE-
15	MOSQUITOES	BAYER WP-10 SOLFAC OR EQUIVALENT
16	FLIES	MALATHION 50% EC (BAYER) OR EQUIVALENT

4. FREQUENCY OF PEST CONTROL & OTHER SERVICES

Name / Type of the Service	Frequency	Requirement / Complaint Basis	Mode of Treatment
Cockroaches	Either 15days or 30 days	On requirement basis	By using Gel treatment or by using spray (maxforee gel) bayer company
Mosquito	Either 15days or 30 days	On requirement basis	By using spray and fogging
Rats/Rodent	Once in a 15 days	On requirement basis	By using Roban Cake, Blue Board (gum)(Zinc Phosphide), propexer spray
Flies/Flye	In Rainy season weekly and rest of the season once in a 15 days.	On requirement basis	By using
Bedbugs	Single Service(Room s Basis)-As and when required.	On requirement basis	By using Bayer temprid spray Clothadinin 50 WDG
Snakes		On requirement basis	By using Carbolic acid treatment
Ant	15 days	On requirement basis	By using Bayer Responsr
Termite	As and when	On requirement	Application by Spraying, Digging

	required	basis	Plinth/Floor, Injection Holes and Cavities in the Wall and Furniture's along with Fixture after observation of spots and Termite attack and closing of hopes cavities may be ensured in all the furniture in the premises of this Office.
Lizards	Once in a month	On requirement basis	By using spray (Delta Methrin)

5. LIST OF CHEMICALS

All the Chemicals used should be certified by WHO under **WHO Pesticide Evaluation Scheme (WHOPES)** for Public Health Utilization and approval with BIS Certification mentioned in the Table below. It shall be used in recommended doses as per Guidelines. Alternate Chemical to be used in lieu interspersed with the principal use Chemical to prevent Development of Resistance.

S. No	Nomenclature of Principal use Chemical with Concentration	Mode of Dilution and Application	Anti-Dote	Nomenclature of Alternate Chemical with Concentration	Mode of Dilution and Application	Anti-Dote
1	Synthetic Pyrethorid 10% WP (i.e. Cyfolutehrin 10WP/ Bifenthrin 10% WP/ Lambda Cyhalothrin 10 WP) (WHOPES Certificate for Public Health use)	Surface Treatment	MSDS to be submitted	Carbamate Group Propoxur 20% EC (BIS Certified)	Water Soluble and Surface Treatment	MSDS to be submitted
2	Synthetic Pyrethorid (i.e. Cyfluthrin 05% EW/ Beta Cyfluthrin 2.45 SC/Lambda Cyhalothrin 2.45 CS/ Deltamethrin 2.5 SC) (WHOPES Certificate for Public Health use)	Water Soluble and Surface Treatment	MSDS to be submitted	Carbamate Group Propoxur 20% EC (BIS Certified)	Water Soluble and Surface Treatment	MSDS to be submitted

3	Imidaclopride 2.15% Gel (CIB Registered)	Spot on Drop/Gel Treatment	MSDS to be submitte d	Fipronil 0.03/0.05% Gel (CIB Registered)	Spot on Drop/ Gel Treatment	MSDS to be submitted
4	Bromodiolone 0.005 Redy Bait for Rodent (BIS Certified)	Wax Block	MSDS to be submitte d	Bromodiolone 0.075 CB (BIS Certified)	Powder	MSDS to be submitted
5	Imidacloprid 30.5% SC (CIB Registered)	Water soluble for Termite Treatment	MSDS to be submitte d	Chlopyriphos 20% EC (BIS Certified)	Water/Oil soluble for Termite	MSDS to be submitted

Please Note :WHOPES stands for World Health Organization Pesticide Evaluation Scheme, CIB stands for Central Insecticide Board, BIS stands for Bureau of Indian Standards.

Further SBP will keep small stock of the anti-dote (within their expiry dates) in the Hospital premises for use in case of any exigencies. HLL will arrange through AIIMS-Rajkot an area for safe keeping of these chemicals.

6. Rates for Services

6.1. Pest control and other services.

Name / Type of the Service	Area in Sq Ft	Rates (Rs.)
Cockroaches(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft	6.63/-
	20000Sqft to 40000Sqft	3.37/-
	40000sqft to 60000 Sqft	2.25/-
	60000sqft to 80000 Sqft	1.69/-
	80000Sqft to 100000Sqft	1.35/-
Mosquito(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft	7.57/-
	20000Sqft to 40000Sqft	3.78/-
	40000sqft to 60000 Sqft	2.52/-
	60000sqft to 80000 Sqft	1.89/-
	80000Sqft to 100000Sqft	1.51/-

Rats/Rodent(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	2.52/- 1.26/- 0.85/- 0.62/- 0.51/-
House Flies(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	3.73/- 1.86/- 1.25/- 0.94/- 0.74/-
Bedbugs(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	12.13/- 6.06/- 4.04/- 3.03/- 2.43/-
Snakes(Calculate sqft based on per service)	Minimum1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	4.04/- 2.02/- 1.35/- 1.01./- 0.81/-
Ant(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	4.04/- 2.02/- 1.35/- 1.01/- 0.81/-
Termite(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	13.00/- 11.70/- 10.40/- 9.10/- 7.80/-
Lizards(Calculate sqft based on per service)	Minimum 1000Sqft to 20000sqft 20000Sqft to 40000Sqft 40000sqft to 60000 Sqft 60000sqft to 80000 Sqft 80000Sqft to 100000Sqft	10.78/- 5.40/- 3.59/- 2.69/- 2.16/-

6.2. Rates for Manpower

Name of the Particular		Qty	Rate per month	Total
SBP will supply 04 numbers of manpower i.e Technician (High skilled 1no) and sprayer (Semiskilled-03 nos) as per minimum wages of labour. Note: SBP has to quote the labour rate by satisfying the criteria of Labour Law and revision of minimum wages will be applicable time to time as per Central Labour				
a. Technician (High skilled)-1 no	Per month	1	30,729/-	30,729/-
b. Sprayer (Semi-skilled)-3 nos	Per month	3	26,087/-	78,261/-
Manpower Total		4		1,08,990/-
I/we hereby do agree to execute the manpower component part for service charge @ 2 %				2,179.80/-
Total amount per month				1,11,170/-

18% GST or as applicable is extra

NOTE: -

1. The rates are based on the above-mentioned terms & conditions as stipulated.
2. The rates are inclusive of all the materials and the manpower need to be provided.
3. The rates are exclusive of all taxes.

SECTION- 5

A. FORM OF BID

TO,
AVP(HCS) i/c,
HLL Bhavan ,
Poojappura, Trivandrum

1. Having visited the Site and examined the Terms of Reference and the terms of the Comprehensive Facility Management Services Contract attached thereto and the NIT for Providing Comprehensive Facility Management Services for “Facility Management services at (Name of the work.). I / We the undersigned offer to provide comprehensive Facility Management Services in conformity with the Terms of Reference and the terms of the Facility Management Services Contract attached thereto.
2. I / We undertake, if our Offer is accepted, I / We shall commence the work within one week from date of Letter of Award and to complete the whole of the Work comprised in the Contract within the Time Schedules mentioned therein from the date of issue of the Letter of Award.
3. If my / our Offer is accepted, I / we will furnish a Bank Guarantee for Performance as security in Form B for the due performance of the Contract @ 5% of the finally accepted contract price (based on the quoted/negotiated percentage fee in the financial bid).
4. I / We agree to abide by this Offer for a minimum period of 90 days from the last date fixed for receiving the same and it shall remain binding upon us and offer may be accepted at any time before the expiry of this period or any extended period mutually agreed to.
5. I / We declare and confirm that no agent, middleman or any intermediary has been, or will be engaged to provide any services, related to the award of this Contract. I / We further confirm and declare that no agency commission or any payment, which may be construed as an agency, commission has been, or will be, paid and that the offer price does not include any such amount. I / We acknowledge the right of HLL that if it finds our declaration to the contrary it can declare our Offer to be non-compliant and if the Contract has been awarded to us then declare the same as null and void.
6. I / We understand that HLL are not bound to accept the lowest or any offer received.
7. If my / our Offer is accepted I / we understand that I /we, am / are to be held solely responsible for the due performance of the Contract.

8. Dated this.....day of 2024
9. Signature
10. Name..... in the capacity of
11. duly authorized to sign Tenders for and on behalf of.....
12. Address
13. Witness – Signature
14. Name
15. Address
16. Occupation

Note:

- i. The Annexures/Appendix forms part of the Bid
- ii. Bidders are required to fill up all the blank spaces in this form of Tender and Appendix.

B. INTEGRITY PACT

All tenderers are bound to comply with the integrity pact clauses. Bids submitted without signing the integrity pact will be ab initio rejected without assigning any reason.

HLL Lifecare Limited.

Division :

Tender No:

INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on _____ day of the month of _____

Between

HLL Lifecare Ltd. (CIN: U25193KL1966GOI002621) a Government of India Enterprise with registered office at HLL Bhavan, Poojappura, Thiruvananthapuram 695 012, Kerala, India. (Hereinafter called “HLL”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Party.

And

M/s _____ with office atrepresented by Shri _____ , Designation..... (hereinafter called the “TENDERER/Seller”/Contractor/Agent which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Both HLL and TENDERER referred above are jointly referred to as the Parties.

Preamble

HLL intends to award, under laid down organizational procedures, Purchase orders / contract/s against Tender /Work Order /Purchase Order No. HLL desires full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Tenderer/s and Contractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

1. Enable HLL to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
2. Enable the TENDERER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and HLL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of HLL

- 1.1 HLL undertakes that HLL and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the TENDERER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 HLL will, during the tender process / pre-contract stage, treat all TENDERERs with equity and reason, and will provide to all TENDERERs the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular TENDERER which could afford an advantage to that particular TENDERER in comparison to other TENDERERs in relation to tendering process or during the contract execution.
- 1.3 All the officials of HLL will report to IEM, any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 HLL will exclude from the process all known prejudiced persons and persons who would be known to have a connection or nexus with the prospective tenderer.
- 1.5 If the TENDERER reports to HLL with full and verifiable facts any misconduct on the part of HLL's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is prima facie found to be correct by HLL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by HLL. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by HLL the proceedings under the contract would not be stalled.

Clause 2. Commitments of TENDERERs/ CONTRACTORS

2. The TENDERER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 2.1 The TENDERER will not offer, directly or indirectly (i.e. employees, agents, consultants, advisors, etc.) any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HLL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.2 The TENDERER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of HLL or otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.
- 2.3 The TENDERER will not engage in collusion, price fixing, cartelization, etc. with other counterparty(s).
- 2.4 The counterparty will not pass to any third party any confidential information entrusted to it, unless duly authorized by HLL.
- 2.5 The counterparty will promote and observe ethical practices within its Organization and its affiliates.
- 2.6 TENDERER shall disclose the name and address of agents and representatives and Indian TENDERERS shall disclose their foreign principals or associates.
- 2.7 The counterparty will not make any false or misleading allegations against HLL or its Associates.
- 2.8 TENDERERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 2.9 The TENDERER further confirms and declares to HLL that the TENDERER is the original manufacture/integrator/authorized government sponsored export entity of the defense stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to HLL or any of its functionaries, whether officially or unofficially to award the contract to the TENDERER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

- 2.10 The TENDERER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of HLL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.11 The TENDERER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.12 The TENDERER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.13 If the TENDERER or any employee of the TENDERER or any person acting on behalf of the TENDERER, either directly or indirectly, is a relative of any of the officers of HLL, or alternatively, if any relative of an officer of HLL has financial interest/stake in the TENDERER's firm, the same shall be disclosed by the TENDERER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 2.14 The TENDERER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of HLL.
- 2.15 The TENDERER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract, and will not enter into any undisclosed agreement or understanding with other Tenderers, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 2.16 The TENDERER will not commit any offence under the relevant Indian Penal Code, 1860 or Prevention of Corruption Act, 1988; further the Tenderer(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the HLL as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The TENDERER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.17 The TENDERER will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 2.18 The Tenderer (s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Tenderer(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Principal(s), if any.

2.19 The Tenderer(s) shall not approach the courts while representing the matters to IEM and the Tenderer (s) will await their decision in the matter.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

3.1 The TENDERER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify TENDERER's exclusion from the tender process

3.2 The TENDERER agrees that if it makes incorrect statement on this subject, TENDERER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason. If TENDERER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, t HLL is entitled to disqualify the TENDERER from the tender process.

Clause.4. Equal treatment of all Tenderers / Contractors / Subcontractors

4.1 The Tenderer(s)/ Contractor(s) undertake(s) to demand from his Subcontractors a commitment in conformity with this Integrity Pact.

4.2 HLL will enter into agreements with identical conditions as this one with all Tenderers and Contractors.

4.3 HLL will disqualify from the tender process all tenderers who do not sign this Pact or violate its provisions.

Clause.5. Consequences of Violation / Breach

5.1 Any breach of the aforesaid provision by the TENDERER or any one employed by it or acting on its behalf (whether with or without the knowledge of the TENDERER) shall entitle HLL to take all or any one of the following action, wherever required:-

- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the

TENDERER. However, the proceedings with the other TENDERER(s) would continue.

- ii. If TENDERER commits violation of Integrity Pact Policy during bidding process, he shall be liable to compensate HLL by way of liquidated damages amounting to a sum equivalent to 5% to the value of the offer or the amount equivalent to Earnest Money Deposit/Bid Security, whichever is higher.

- iii. In case of violation of the Integrity Pact after award of the contract, HLL will be entitled to terminate the contract. HLL shall also be entitled to recover from the contractor liquidated damages equivalent to 10% of the contract value or the amount equivalent to security deposit/ performance guarantee, whichever is higher.
 - iv. To immediately cancel the contract, if already signed, without giving any compensation to the TENDERER.
 - v. To recover all sums already paid by HLL, and in case of an Indian TENDERER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a TENDERER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the TENDERER from HLL in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid amount.
 - vi. To encash the advance bank guarantee and performance guarantee /warranty bond, if furnished by the TENDERER, in order to recover the payments already made by HLL, along with interest.
 - vii. To cancel all or any other contract with the TENDERER. The TENDERER shall be liable to pay compensation for any loss or damage to HLL resulting from such cancellation/recession and HLL shall be entitled to deduct the amount so payable from the money(s) due to the TENDERER.
 - viii. To debar the TENDERER from participating in future bidding processes of HLL for a minimum period of five (5) years, which may be further extended at the discretion of HLL or until Independent External Monitors is satisfied that the Counterparty will not commit any future violation.
 - ix. To recover all sums paid in violation of this Pact by TENDERER(s) to any middleman or agent or broker with a view to securing the contract.
 - x. In cases where irrevocable Letters of credit have been received in respect of any contract signed by HLL with the TENDERER, the same shall not be opened.
 - xi. Forfeiture of performance guarantee in case of a decision by HLL to forfeit the same without assigning any reason for imposing sanction for violation of the pact.
- 5.2 HLL will be entitled to all or any of the actions mentioned in para 5.1(i) to (x) of this pact also on the commission by the TENDERER or any one employed by it or acting on its behalf (whether with or without the knowledge of the TENDERER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of HLL to the effect that a breach of the provisions of this Pact has been committed by the TENDERER shall be final and conclusive on the TENDERER. However, the TENDERER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Clause.6. Fall Clause

The TENDERER undertakes that it has not supplied/is not supplying similar product/systems or subsystems OR providing similar services at a price / charge lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found any stage that similar product/systems or sub systems was supplied by the TENDERER to any to the Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time will be applicable to the present case and the difference in the cost would be refunded by the TENDERER to HLL, if the contract has already been concluded.

Clause .7. Independent External Monitor(s)

7.1 HLL has appointed Sh. Ashok Kumar Mangotra, IAS (Retd.) as Independent External Monitor(s) (hereinafter referred to as IEM(s)) for this Pact in consultation with the Central Vigilance Commission. Contact details of IEM is as below:

Mr Ashok Kumar Mangotra, IAS (Retd.)
Independent External Monitor (IEM)
Office: HLL Lifecare Limited, HLL Bhavan,
Poojappura, Thiruvananthapuram 695 012, Kerala
Email: iemhll@lifecarehll.com

7.2 The responsibility of the IEM(s) shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The IEM(s) shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4 Both the parties accept that the IEM(s) have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

7.5 As soon as the IEM(s) notices, or has reason to believe, a violation of this pact, he will so inform the CEO/CMD.

7.6 The TENDERER(S) accepts that the IEM(s) have the right to access without restriction to all project documentation of HLL including that provided by the TENDERER. The TENDERER will also grant the IEM(s), upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to subcontractors engaged by the TENDERER. The IEM(s) shall be under contractual obligation to treat the information and documents of the TENDERER/ Subcontractor(s) with confidentiality.

- 7.7 HLL will provide to the IEM(s) sufficient information about all meetings among the parties related to the Project provided such meeting could have an impact on the contractual relation between the parties. The parties will offer to the IEM(s) option to participate in such meetings.
- 7.8 The IEM(s) will submit a written report to the CEO/CMD of HLL within 8 to 10 weeks from the date of reference or intimation to him by HLL/TENDERER and, should consent arise, submit proposals for correcting problematic situations.

Clause.8.Criminal charges against violating Tenderer (s)/ Contractor(s)/ Subcontractor(s)

If HLL obtains knowledge of conduct of a Tenderer, Contractor or Subcontractor, or of an employee or a representative or an associate of a Tenderer, Contractor or Subcontractor which constitutes corruption, or if HLL has substantive suspicion in this regard, HLL will inform the same to the Chief Vigilance Officer.

Clause.9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, HLL or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the TENDERER and the TENDERER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.10. Law and Place of Jurisdiction

Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Thiruvananthapuram Jurisdiction.

Clause.11. Other legal Actions

The actions stipulated in the Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.12. Validity and Duration of the Agreement

This Pact begins when both parties have legally signed it. It expires for the Contractor/Successful tenderer 12 months after the last payment under the contract or the complete execution of the contract to the satisfaction of the both HLL and the TENDERER /Seller, including warranty period, whichever is later, and for all other Tenderers/unsuccessful tenderers 6 months after the contract has been awarded.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman and Managing Director of HLL.

Clause. 13. Other provisions

- 13.1 Changes and supplements as well as termination notices need to be made in writing. Both the Parties declare that no side agreements have been made to this Integrity Pact.
- 13.2 If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 13.3 Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions

INWITNESS THEREOF the parties have signed and executed this pact at the place and date first above mentioned in the presents of following witnesses:

HLL Lifecare Ltd.

Tenderer

Witness Witness

1.....

1.....

2.....

2.....