



**TENDER FOR**

**SANITATION & HOUSEKEEPING SERVICES**

**AT**

**HAKEEM ABDUL HAMEED CENTENARY HOSPITAL (HAHCH)**

## TENDER DETAILS

Sealed tenders in two bid systems, (Technical Bid & Financial Bid) are invited from registered and experienced housekeeping agencies for housekeeping services at HAHC Hospital, New Delhi.

S. No.	Items	Description
1.	Scope of work	Hiring of Housekeeping Service
2.	Availability of Tender Document	The tender document can be downloaded from the HIMSR web site <a href="http://www.himsr.co.in">www.himsr.co.in</a> and should be dropped in tender box placed at purchase section, 9 <sup>th</sup> floor, HAHCH B-Block
3.	Cost of Tender Document	Rs. 2,000/- (non-refundable) in the Demand Draft in favour of HIMSR
4.	Earnest Money Deposit	Rs. 5, 00,000 /- (Refundable/Adjustable) in the Demand Draft in favour of HIMSR
5.	Last date for submission of bids	09.12.2024 up to 2.00 P.M
6.	Date of opening of Technical Bids	09.12.2024 at 3.00 P.M.
7.	Date of opening of Financial Bids	Will be communicated only to technically qualified bidders
8.	Address for submission of bids	The Dean, HIMSR & HAHC Hospital, New Delhi-110062
9.	Acceptance of tender	HIMSR reserves the right to award to any or reject any/ all the tenders without assigning any reason whatsoever

The tender shall be in two bid systems:

**Technical Bid:** Containing information regarding business turnover, experience and other details of the firm, to ascertain the suitability of the tenderer. (Annexure I)

**Financial Bid:** Containing rates & amount Annexure-IV (manpower basis)

Tenders should be addressed to Dean, HIMSR, Hamdard Nagar, and New Delhi 110062. The following information shall be indicated on the Envelope cover:

**“Tender for hiring HOUSEKEEPING SERVICES at HAHC Hospital on an Outsourced basis.**

**Name of Firm, Contact & Email**

**Clearly indicate on the envelopes "TECHNICAL BID" OR "FINANCIAL BID".**

**Last date of submission of Tender.”**

**Area of Work:-** All open and covered area of A-Block (old block), Ground floor (A-Block), Second floor (IPD area) A-Block and B-Block, will be in the scope of housekeeping services to be provided by the contractor.

- 1. Cleaning Services:** - The main objective is to provide a high level of a neat, clean, hygienic and presentable look to the entire area to keep the surrounding dust free. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staffs

deployed are dressed in neat and clean uniform approved by HIMSR & HAHCH Officials.

## 2. General Requirements and Documentation:-

- Organisational structure and line of authority.
- Housekeeping manual and all SOP (Standard Operating Procedures).
- List of equipment's used
- Colour coding
- On job training and documentation
- Description for each category of housekeeping
- Hospitable and polite behaviour with patients and hospital staff.
- HBV vaccination of all the staff.
- Maintaining records of:-
  - a) Needle stick injuries
  - b) Amount of waste going out to outsourced agency
  - c) Memorandum of understanding
  - d) Complaint book
- Maintaining logs and checklist.
- Both male and female staff should be posted in areas like wards, ICUs, Casualty and OPD, CCU & Wards.
- Female patients should be attended by female staff only. Immediate replacement of on leave staff.
- Rotation of staff if required.

## 3. Daily Services: - Housekeeping / cleaning services should ***be provided round the clock on all days including holidays*** so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8:00am in rooms where work will start at 9:00am. Contractor will arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Institute. Housekeeping staff has to do following activities for all of ***the Hospital rooms of all the departments, stores, canteen, kitchen, consultant's chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, all corridors and all covered and open areas of Academic Block.***

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis.
2. Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, Corridors Ceilings, Academic Block, Office Rooms, training rooms at regular intervals on daily basis.
3. Cleaning and disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
4. Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
5. Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment's, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.

6. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
7. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
8. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
9. Refilling, replacing and emptying of sharp containers at all stations.
10. Spraying room fresheners in all rooms on daily basis at regular intervals.
11. Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT Incharge).
12. Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
13. Cleaning and carbonization of ICU beds, OT beds between cases (as per instruction & direction of OT In charge).
14. Washing of slippers in ICUs, OT, dialysis etc. Assist in fumigation of ICUs as per schedule.
15. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime.
16. Any additional work assigned by the ward I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area.

**4. Waste Disposal Management (Including Bio-Medical Waste) : -**

1. The contractor will teach and train his staff for the collection / disposal work.
2. The garbage will have to be disposed off at least thrice a day.
3. The contractor will make arrangement to collect garbage in specified colour coded bags from all designated area within the hospital.
4. Supervision of collection of BMW (Bio Medical Wastebin) by the outsourced agency. Ensure that all the dustbins are cleared daily.

**5. Housekeeping Monitoring and Control:-** For better management and smooth services, the following monitoring mechanism will be adopted by the contractor:-

1. **Toilets Checklist:-**This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervisor on duty daily.

2. **Management/Housekeeping Services Requirements/ Complaints Report:** - This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the Services. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
3. **Housekeeping Services Complaint Register:** - This register is to be completed on the basis of information received by the Housekeeping Supervisor from HAHCH Officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e- mail, verbal complaints from HAHCH etc. and necessary action is to be taken.

#### **6. Cleaning of Laboratory and other Critical Areas:-**

1. All the dustbins shall be washed and lined with colour coded bags in the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory area shall be scrubbed at least twice in a week.
2. Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
3. The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
4. Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.
5. In morning the trash bag shall be changed when it is full.
6. Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.