



No. MMDSL/Hiring-Manpower/8/2024/(4)

Dated: 14/03/2024

REQUEST FOR PROPOSAL(RFP)

DOCUMENT

**ISSUED FOR OUTSOURCING OF HOUSEKEEPING AND MAINTANANCE SERVICES
AT GOVT. HEALTH INSTITUTIONS**

REQUEST FOR PROPOSAL

SEALED PROPOSALS IN TWO BID SYSTEM AFFIXING A COURT FEE OF RS 25 (TWENTY FIVE) ARE INVITED BY THE MANAGING DIRECTOR, MEGHALAYAN MEDICAL DRUGS & SERVICES LIMITED FROM ELIGIBLE PARTIES (SERVICE PROVIDERS) VIDE THIS TENDER TO SELECT AND ENGAGE MOST SUITABLE SERVICE PROVIDER TO CARRY OUT HOUSEKEEPING AND MAINTANANCE SERVICES AT THREE GOVT. HOSPITAL UNITS ON OUTSOURCING BASIS FOR A PERIOD OF 36 MONTHS.

Shri Ramkumar S
Managing Director

Approved By Shri Ramkumar S(Managing Director) on 14/03/2024(07:29 AM)
(The document is digitally approved and does not require any Seal or Signature in original)



**MEGHALAYAN
MEDICAL DRUGS &
SERVICES LIMITED**



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1.0 Eligibility Criteria

1.1. The Bidder must be an entity registered under Companies Act 2013 in India/ Partnership Firmn (Indian Partnership Act 1932). Society (Societies Registration Act 1860)/ Trust (Indian Trust Act 1882 and it's amendment thereof).

1.2 Only sole bidders are allowed to participate in the bid. Consortium applicants are not allowed to participate.

1.3. The Bidder must have achieved minimum average annual turnover of Rs.10 lakh during last five financial years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23). A Turnover certificate from a Chartered Accounted in Form T3 duly supported with the financial statements of the same years to be furnished alongwith the Technical Bid for one unit.

If any bidder wants to submit proposal for multiple units then The Bidder must have achieved minimum average annual turnover of Rs.10 lakh during last five financial years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23).

1.4. The bidders should have positive net worth as on 31st March 2023.

1.5. The bidders having a registered/ branch office in the state of Meghalaya will be preferred. In case bidder is having office in Meghalaya, should have necessary Trading license from Meghalaya Autonomous District Council for non-tribal firm.

1.6. The Bidder should be registered under relevant statutes including Income Tax Act, GST Act, EPF Act, ESI Act, Contract Labour (Regulation and Abolition) Act, 1970, etc.

1.7. The Bidder should have executed work of similar nature, for any Government hospital/ Large Corporate Hospital/State government tourism hotels/India Tourism development hotels/ Airports/Railways/University/malls for a minimum period of 2 years.

1.8. The bidder should have executed at-least one single order of cumulative annual value of more than or equal to Rs.2 lakh in any one of the last five financial years (i.e. 2018-19 to 2022-23). Or



The bidder should have executed at-least two orders of cumulative annual value of more than or equal to Rs. 4lakh in any one of the last five financial years (i.e. 2018-19 to 2022-23). The bidder shall submit client satisfactory certificates issued from client (s) along with copy (ies) of work orders for any one Hospital Units.

In case any bidder who wants to submit proposal for multiple units, in such case bidder should have executed at-least one single order of cumulative annual value of more than or equal to Rs. 10lakh in any one of the last five financial years (i.e. 2018-19 to 2022-23). Or

The bidder should have executed at-least two orders of cumulative annual value of more than or equal to Rs. 20lakh in any one of the last five financial years (i.e. 2018-19 to 2022-23). The bidder shall submit client satisfactory certificates issued from client (s) along with copy (ies) of work orders

1.9. The bidder should have experience of providing similar housekeeping service for any 200 bedded hospitals for atleast one year prior to due date of bid submission.

1.10. The Bidder should not be blacklisted/ debarred either by the Client or by any of the government or semi-government organization, Public Sector Undertakings, Urban Local Bodies and which is time being in force. The Bidder shall submit an undertaking/declaration they were not being that blacklisted/ debarred either by the Client or by any of the government or semi-government organization, Public Sector Undertakings, Urban Local Bodies and which is time being in force in Non-Judicial stamp paper of Rs 100 duly notarized by appropriate authority.

1.11. The bidder should have a clean track record for last five financial years starting from 2016-17. The Bidder should not have abandoned any project or assignment on its own Account or none of its project has been terminated (premature) by the client due to failure in performance during that period. The bidder needs to submit a declaration in Non-Judicial stamp paper of Rs 100 duly notarized by appropriate authority.

1.12. The ISO certification of any bidder will be preferred.

1.13. The proposals submitted by only those parties who fulfilling the Eligibility Criteria as mentioned in this RFP, shall be considered for further evaluation.



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1.14. Bidder shall submit documentary evidence against each of the Eligibility Criteria. Insufficient documentary evidence in support of the eligibility criteria shall not be.

2.0. Service Locations : Shillong Civil Hospital, Shillong Ganesh Das Hospital, Jowai Civil Hospital & Jowai Maternity & Child Hospital, Tura Maternity & Child Hospital and Tura Civil Hospital, Makarwat Civil Hospital .

3.0 Instruction to Bidders:

3.1 Proposal Submission:

Interested eligible bidders may submit their bid/proposal with EMD & documents as set forth in this RFP, the detailed address of which is mentioned in Section 1 : Schedule of Proposal Submission.

The proposal should be submitted in two parts in single envelop :

3.1.1. Part A- Bid Security, Technical proposal as per the format/s set out in RFP with the required documents mentioned in the Eligibility Criteria.

3.1.2. Part B- Financial Proposal as per the format set out in RFP.

3.1.3. Both the Technical as well as the Financial Proposals should be typed and shall be signed by the authorized representative of the bidder.

3.1.4. Power of Attorney for signing the bid : The bidder should submit a Power of Attorney as the form T5, authorizing the signatory of the bid to commit the bidder.

3.1.5. Any alteration, erasures or overwriting shall be valid only if the person/s signing the Proposal have put his/her/their initial prior to submission of the same.

3.1.6. Interested bidders should attend the Pre-Bid meeting as per the scheduled date and time in person or through online mode and show a presentation on their capacity, past experiences, accreditations. MMDSL will issue authorization letter to the interested bidders to make a site visit



to ascertain the ground scenario, so that they can submit their proposal with due recommendations. However MMDSL will not arrange for any mode for visit and the cost associated with site visit like transport, fooding, staying or any other expenses what so ever it may be will not be paid or reimbursed by MMDSL. It will be entirely interested bidders' cost.

3.2. The service provider will deploy required number of manpower to provide uninterrupted service. Any deployed manpower will be subject to adhere the general code of conduct and will maintain required decorum, professionalism in workplace. In case of any misconduct service provider terminate the service of the concerned candidate will arrange to provide replacement within 30 days.

3.3. The service provider will give highest preference to the locals of the State Meghalaya. Only in case required criteria not met by the local candidates, recruitment can be done from outside the state. In such case service provider will obtain written approval from district authority/ institution .

3.4. The service provider will adhere all local labour laws and will ensure timely payment of Salary/wages as per the prevailing labour law.

3.5. The service provider will arrange to submit the PF contribution (both employer & employee) & ESI contribution within stipulated time frame and will submit the proof of submission alongwith the Invoice. Else the payment will be with-hold till the submission of the same. The contractor shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to the right party.

3.6. Bio-metric Attendance : The engaged personnel must adhere the daily bio-metric attendance at respective location.

3.7. Uniform : Service Provider will provide Uniform to the deployed personnel with Identity Card.



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3.8. The manpower which will be deployed by the agency shall not be eligible for any other claim, benefit, compensation and they will not claim for absorption or regularization of their services in Govt of Meghalaya payroll.

3.9. The manpower which will be deployed by the agency will be abide by non-disclosure agreement and will not divulge or disclose any details of process, deployment of manpower, equipment, technical know-how, security arrangement, administrative or organizational matters to any outsider or media or any agency. In the event of breach of contract, agency will be liable to remove the person on immediate basis and will provide replacement within 30 days.

3.10. The manpower which will be deployed by the agency will be abide no tobacco consumption in the work place/ premises of the facility where will be deployed. In violation action will be taken as per the prevailing law.

3.11. The manpower which will be deployed by the agency will be abide by the Social Laws and violation will lead to appropriate action by the authority.

3.12. In case of any non-performance by the appointed manpower, service provider will terminate with stipulated termination notice as per the law and will ensure replacement within 30 days.

3.13. The service provider will arrange replacement of manpower separated due to any reason as early as possible and during the period service provider will arrange temporary arrangement to provide uninterrupted service.

3.14. Cost of Equipment, consumables, Tools & Tackles and Manpower : The service provider will bear all costs involved with Equipment, cleaning and disinfection Consumables, PPE kit, manpower cost, Tools & Tackles cost and any other cost associated to perform the work at each facility. The service provider will ensure environment safe cleaning & disinfection materials.

3.15. The contractor shall be responsible for all acts of omission/commission in the hospital by their employees during the course of discharge of their duties at the hospital. Hospital will not be responsible for any mishap while dealing with the sanitation and housekeeping work during the described scope of work because of such acts of omission/commission



3.16. The contractor has to maintain all the appropriate records at its own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the contract, the liability of the same shall devolve on the contractor and not on Hospital administration.

3.17. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all compensation/damage/expenses/fines, and the contractor shall attend the court as and when required.

3.18. The service provider shall not engage personnel below the age of 18 years. All the personnel deployed by the contractor shall be medically fit and their antecedent be verified prior to the deployment in the Hospital. All Persons engaged by the contractor should be vaccinated and those at higher risk should be vaccinated against Hepatitis 'B' and the cost of vaccination should be borne by the contractor.

3.19. Increase in Payment:

i. Price increase is not applicable during the first 12 months of the contract. In the event of continuation of the contract after the first year, price adjustment will be applicable as follows:-

ii. The contract price for equipment and chemicals for the 2nd year will be increased at 5% from the base amount (excluding service tax) applicable for 1st year and for the 3rd year it will be increased at 10% from the base amount (excluding service tax) applicable for the 1st year subject to satisfactory performance of the Contract for the 1st & 2nd year respectively.

iii. The wages considered for each category of workers should not be less than the rates fixed by the respective District Collectorates which is being revised every year based on the proceeding of the respective district Collectors.

3.20. The Contractor must employ qualified / competent personnel on site for the execution of the agreed tasks.)The Contractor shall employ the persons.



3.21. If any complaint of misbehavior and misconduct by personnel of the contractor comes into the knowledge of the hospital authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Hospital.

3.22. The authority will make all payments to the Contractors for the services rendered satisfactorily on monthly basis in accordance to relevant clauses of conditions of contract.

3.23. The Implementing Agency should have a policy/modality for considering the existing manpower for recruitment under the new management/ arrangement.

3.24. Responsibilities of the Implementing Agency and Hospital Administration:

a) Responsibilities of the Implementing Agency (Service Provider):

- Source, recruit, and select qualified manpower as per the hospital's requirements.
- Ensure compliance with all legal and regulatory requirements during the recruitment process.
- Provide orientation, training, and continuous development programs for the recruited manpower.
- Ensure that all personnel are adequately trained to perform their assigned duties efficiently and safely.
- Deploy personnel to the hospital as per the agreed-upon staffing plan and schedule.
- Maintain a flexible scheduling system to accommodate changes in staffing needs as required by the hospital.
- Implement corrective actions or additional training as necessary to address performance issues.

b) Responsibilities of the Hospital Administration:

- Clearly communicate the hospital's manpower requirements, including roles, responsibilities, and qualifications needed.
- If necessary, participate in the recruitment and selection process by providing input on candidate criteria and participating in interviews as necessary.
- Maintain regular communication with the implementing agency to discuss staffing needs, changes, and updates.
- Monitor the performance of the deployed manpower and provide feedback to the implementing agency as needed.
- Provide feedback on the quality of services provided by the manpower and work collaboratively with the implementing agency to address any issues or concerns.



- Ensure that the implementing agency complies with all contractual obligations, including legal and regulatory requirements.

4.0 Bid Document cost per location

a. For Shillong District Hospital	: Rs 2,500
b. For Ganesh Das Hospital	: Rs 2,500
c. Tura Maternity & Child Hospital	: Rs 2,500
d. Tura District Hospital	: Rs 2,500
e. Jowai Civil Hospital	: Rs 2,000
f. Jowai Maternity & Child Hospital	: Rs 2,500
g. Makarwat Civil Hospital	: Rs 2,000

5.0. Earnest Money Deposit (EMD) per location

a. For Shillong District Hospital	: Rs 15,00,000
b. For Ganesh Das Hospital	: Rs 10,00,000
c. Tura Maternity & Child Hospital	: Rs 6,00,000
d. Tura District Hospital	: Rs 3,80,000
e. Jowai/lalong Civil Hospital	: Rs 1,43,000
f. Jowai Maternity & Child Hospital	: Rs 2,50,000
g. Makarwat Civil Hospital	: Rs 1,47,000

EMD should be paid only through Bank Guarantee with a 200 days from the last date of Bid submission and would be required to be extended if so, required by the department.

6.0. Packing, sealing and Marking of Proposal

Interested eligible bidders may submit their proposal by submitting the Tender fee, EMD and all documents adhering the prescribed formats in the RFP, mentioned in Section 1: Schedule of Proposal Submission.

Sealed tender in a Two Bid System affixing a court fee of Rs 25/- to be submitted in two parts as follows:



A) Part A- Tender Fees, EMD and Technical Proposal as per formats of the RP affixing court fees of Rs 25/-

B) Part B- Financial Proposal as per the format set out in RFP.

7.0. Number of Proposals : Only one proposal by one bidder. No bidder

8.0. Validity of the Proposal: 180 days from proposal due date.

9.0. Conflict of Interest : A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this Bidding process, if the Bidder:

- a) Directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- b) Receives or has received any direct or indirect subsidy from another Bidder; or
- c) Has the same legal representative as another Bidder; or
- d) Has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
- e) Any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the works that are the subject of the Bid; or
- f) any of its affiliates has been hired (or is proposed to be hired) by the Employer or Borrower as Project Manager (Engineer) for the Contract implementation.

10.0. Language : English

11.0. Proposal Due Date : 25th/Apr/2024 at 11.30am

12.0. RFP Opening : 25th/Apr/2024 at 1.00pm

13.0. Withdrawal / Revision of Bid : A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and



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Government of Meghalaya

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shall include a copy of the authorization. The corresponding substitution or modification of the Bid must accompany the respective written notice.

14.0 Multiple Bid : Not allowed.

16.0. Deleted

17.0. Pre-bid Meeting :27th/Mar/2024 at 11.30am

18.0. Response to query: via email to bryanraphaeldon@gmail.com , by 25th/Mar/2024

20.0. Currency : INR Only.

21.0. Bid Validity : Bids should remain valid for a period of 180 days from the last date of Bid submission. The bids having validity for any shorter period will be rejected. IN exceptional circumstances prior to expiry of the original time limit, The Client may request the Bidders to extend the period of validity with mutual consent. The request and the Bidder's responses shall be made in writing or by email. A Bidder may refuse the request without forfeiting his Bid Security. The 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 for a period of the extension, and in compliance with provisions relating to the Bid Security in all respects.

22.0 Performance Security : The successful bidder must furnish to the MMDSL, Meghalaya the required Performance Security (PS) as applicable before executing the contract/signing of the contract agreement positively failing which the EMD will be forfeited and the award of contract will be cancelled and bidder may also be blacklisted. Relevant details about the performance security have been provided under **Section-F**

23.0. Scope of Service:

24.1. Service area : All open and covered area within the boundary of the Health facility including roof and basement (if any) will be in the scope of housekeeping services to be provided by the contractor.



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There are in square feet distributed in each facility is shown in the below table :

Name of the facility	Floor Detail of Main Building	Area (in Sqm)	Area in Sqft	Total area in Sqft (covered area)
Shillong District Hospital	Basement+ G+5 all building	38560	415056	415056
Tura District Hospital	All Hospital Building	5881.84	63312	105843
	Addl Building	3951.24	42531	
Tura Maternity and Child Hospital	Old + New Building (under construction)	15000	161459	161459
Ganesh Das Hospital, Shillong	Old+New Building, OPD, DEIC	22812.88	277465	277465
Jowai Civil Hospital	All Hospital Building (GF+FF+2F)	3690	39719	39719
Jowai Maternity and Child Hospital	All Hospital Building (GF+FF+2F)	6444	69363	69363
Makarwat Civil Hospital	All Hospital Building (GF+FF+2F)	3801.3	40917	40917

However the selected bidder will arrange for joint measurement of respective hospital with hospital authority and the work order/ agreement will be made on actual measurement only.

24.2. Services to be conducted :

24.2.1. Cleaning Service:

The main objective is to provide a high level of a neatness, cleaning/dusting, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the authority, authority will also monitor the entire work and staff.

24.2.1.1. Cleaning of Indoor service will include OPD, IPD, all washrooms, corridor, lift, stair-case, Diagnostic area, Radiology area, OT area with proper cleaning consumables and equipment as well as the open area including sewerage systems.

24.2.1.2. Infection control : The service Provider will ensure use of appropriate disinfectant chemicals on floor, wall, equipment of the whole inside area of the hospital unit/s. Hospital



administration will check whether the required specification of each type of chemical based on application is fulfilled. The service provider will use good quality cleaning & disinfection chemicals as required in different areas like OT, OPD, Diagnostic areas, Bathroom etc. In case it's being found that service provider is using sub-standard materials, Hospital administration will recommend the required specification of materials & service provider will be liable to meet the requirement within a period of 15 days from the instruction.

24.2.1.3. Spill management : The service provider will keep Spill Kit containing required cleaning equipment, disinfection chemical , protective gears for effective spill management.

24.2.1.4. OT Disinfection : The service provider will deploy required equipment, OT disinfection chemical for Air as well as surface disinfection with required personal protective gears.

24.2.2. Making General SOP:

Preparation of Standard Operating Procedures (SOPs), protocols and check list with respect to the cleaning and sanitation service for each area/sections to be covered by it as per the scope and finalization of the same in consultation with the hospital authority. The SOP should also address the Health and Safety aspects of the deployed House Keeping Service.

24.2.3. Bio-medical Waste Management :

24.2.3.1 Preparation of detailed Hospital Biomedical Waste Management Plan and finalization and will obtain approval of the same from the hospital authority.

24.2.3.2. The service provider will ensure timely clearance of the Biomedical waste from the wards and will ensure replacement of BMW waste bag on timely manner.

24.2.3.3. The service provider will ensure safe shifting of Bio-Medical Wastes from wards, Lab, OPD areas to the demarcated place for storage of the same based on type of waste.

24.2.3.4. The service provider will ensure proper segregation of Bio-medical waste as generated from ward/Lab/OPD areas.

24.2.3.5. The service provider will ensure disposal of BMW in designated pits in the facility.

24.2.3.6. The service provider will ensure segregation of general waste & proper management of the same till the time of disposal. The disposal should happen within 48 hours. Necessary co-ordination should be done with municipal body.



24.2.4. The service provider will ensure proper cleaning of out-door areas including DG area, Oxygen Plant, approach road, surroundings of BMW & sharp Pits etc and will be responsible for deployment of required manpower, equipment and consumables.

24.2.5. The service provider will ensure the manpower will adhere the Infection Control norms as follows:

- a. Hand Hygiene- before and after touching patient/ patient bed/ patient use items. Also after cleaning of patient body fluids.
- b. Use of proper Personnel Protective Kit/ Gloves wherever required specially at the time of cleaning patient body fluids, OT fogging. A PPE kit should include : Heavy Duty Gloves, Disposable Plastic Apron, Gum Boot, Disposable mask & cap, Eye Protection device.
- c. will follow the regular cleaning as per the schedule provided in next point.

24.2.6. The frequency of cleaning and disinfecting individual items or surfaces in a particular area or department depending on:

- Whether surfaces are high-touch or low-touch.
- The type of activity taking place in the area and the risk of infection associated with it (e.g., critical care areas vs. meeting room)
- The vulnerability of patients in the area.
- The probability of contamination based on the amount of body fluid contamination surfaces in the area might have or be expected to have.

14.2.7. The cleaning frequency is mentioned below :

Particulars	Locations	Surface	Cleaning Frequency	Material to use
High Risk area	All patient area	Wall, Equipment/patient use furniture	Daily 3 times	Disinfectant
Moderate Risk/Low Touch Area	Inside Store,	Wall, Equipment/patient use furniture	Daily once	Disinfectant



	Pharmacy, office			
High Footfall Area	All patient area	Floor incl skirting	Dry cleaning-3 times Wet cleaning-3 times	Disinfectant & cleaning chemicals
Low Footfall Area	Inside Store, Pharmacy, office	Floor incl skirting	Dry cleaning-1 time Wet cleaning-1 time	Disinfectant & cleaning chemicals
Critical Area (viz OT, ICU)	OT, ICU	Wall, Equipment/patient use furniture, Floor	Mopping with disinfectant & cleaning material- 2 times Air-disinfection of OT: as per infection control schedule	Disinfectant & cleaning chemicals
Spillage	Any patient area	Any surface	cleaning of Fluid & wet mopping with disinfectant	Immediately
Toilet/Washroom	Any patient area	All surface	Daily 4 times & as and when required	with disfactent
Toilet/Washroom	Staff use	All surface	Daily 4 times	with disfactent
Sterile areas	Sterile area	Counter, Floor Case Carts	Daily once After every use	with disfactent
Ambulance	Patient area	all inside area	after every use	with disfactent
Ambulance	Driver cabin	all inside area	Daily once	with disfactent



Patient Bed Cleaning	Patient Bed	Change cleaning furniture.	Linen, of	After discharge/ once	each Daily	With fresh (cleaned) linen, furniture cleaning with disinfectant.
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24.3. Maintenance Service

24.3.1 Maintenance of Electrical Work, Plumbing work :

- The service provider will arrange for checking and take preventive measure and repair of all electrical work (includes wiring, switch, power point, earthling, Lan cabling etc) , Electrical Panels, Electrical appliances , Light, Fan, Solar lighting, UPS/Inverter, Wiring etc. A daily checklist should be prepared and maintained.
- The Electrical Maintenance engineer/ in-charge deployed by service provider will keep some buffer stock of required materials and will ensure safe custody and accounting system. However the materials (including buffer stock as well as any other/additional material required from time to time) will be provided by Hospital.
- In the same line service provider will ensure proper checking, taking preventive action and repair of all plumbing installations which includes water pump, water line, joint/bend, taps, commode, basin etc. A daily checklist should be prepared and maintained.
- Like Electrical work the service provider will obtain buffer stock and ensure safe custody and accounting. However the materials (including buffer stock as well as any other/additional material required from time to time) will be provided by Hospital.
- The service provider will ensure use of proper quality/grade of materials, no sub-standard/ sub-quality material should be ordered to Hospital authority.
- Hospital authority will conduct physical stock verification of the stock provided to service provider. The service provider will ensure regular updating the stock register. In case of major variation of stock is found service provider will be liable to pay for the cost of materials.
- The service provider will ensure patient safety, ease of patient movement as well as safe place for work from any challenge/ threat from Electrical Installation across the hospital unit/s.



- Water Management : the service provider will be responsible for water management in the hospital unit like checking water level, operation of water pump, ordering for water.
- For ordering water tanker following process to be adhered:
 - a. Will raise an indent & will get approval from Store.
 - b. Call & co-ordinate with the appropriate authority of municipal body for quick refilling by their water tanker vehicle.
 - c. Will check the quantity of water refilled by the tanker. Will obtain driver's signature with own signature.
 - d. Assure entry in security logbook as well as Maintenance dept.'s own log book.
 - e. Certify the challan & will submit the same to Store immediately/ next working day.
- Must comply with the KPI mentioned in 25.0.

24.3.2. Maintenance of LMO/PSA(Liquid Medical Oxygen) plant : The service provider will ensure checking and take preventive measure and repair of the equipment, piping and other installation of the LMO/PSA plant and operation of LMO/PSA plant as follows:

- Daily logbook keeping of LMO/PSA opening stock reading and closing stock reading.
- Will place timely indent to the store of the hospital for LMO/PSA refilling.
- Will check the LMO/PSA refilling quantity done by the LMO/PSA supplier as per the standard chart of kg to cum conversion. Here service provider representative will check the weighing slips to ascertain the LMO/PSA refilled quantity.
- The service provider representative will submit the documents to store within 4 working hours of refilling to store/next working day which ever is earlier..
- The service provider will check the piping and disposal installations across the hospital to prevent gas leakage. A daily checklist should be maintained at each facility level.
- The service provider keep some buffer stock of required spares and will ensure safe custody and accounting system. However the spares (including buffer stock as well as any other/additional material required from time to time) will be provided by Hospital. The list of required spares to be prepared with co-ordination with Bio Medical Engineer.
- Must comply with the KPI mentioned in 25.0.

24.3.3. ETP/STP Operation & Maintenance :

24.3.3.1 : ETP/STP Operation :



- Round the clock ETP/STP operation should be conducted. The Operator/Technician of each shift will ensure the ETP/STP operation.
- The Operation Guidelines should include the procedure of effective ETP/STP operation.
- Before each operation pump care should be taken & should check whether all valves are properly placed.
- The Operator should ensure there is no overflow in chamber takes place.
- Prepare dosing solution as the standard.
- Use of proper PPE should be ensured.
- Safety standards as per the safety guidelines for storage & handling of chemicals which are used in the ETP/STP plant.
- Performing Jar Test of Raw Effluent (treated waste water) and maintain the data on daily basis.
- Conduct Lime Dosing, Alum, Polyelectrolyte, Hypo-chloride, Caustic Soda, Poly Dosing as per standard concentration, process and interval.
- Nutrients like Urea, DAP, Jaggery to be added as per the recommended % for growth of biomass.
- Cleaning should be conducted as per schedule.
- Before operation of Filter Press equipment check to be conducted.
- Avoid over-pressure.
- Pumps should be switched off before any maintenance activity.
- Cleaning of Screen Bar on daily basis.
- Cleaning of surrounding of ETP on daily basis.
- Clean the electrical control panel and electrical connection on weekly basis.
- Cleaning of Dosing Tank on monthly/ bi-monthly basis.
- Change of Oil of blower/compression and Gear Oil on quarterly basis/ as per maintenance schedule.
- The Log Sheet for Maintenance should be maintained.
- The vendor should develop a comprehensive ETP-STP operation cum maintenance manual for efficient operation & maintenance of ETP/STP.

25.0. KPI for Maintenance Service

KPI for Maintenance Service



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Category	Description	Target	Performance Level
Electrical	All Electrical Points	Proper Mapping	100%
Electrical	All Water Inlets	Proper Mapping	100%
Electrical	All Electrical appliances including f Fan, Light, AC, Heater, Water dispenser, Kettle or any other appliances	Working condition	100%
Electrical	All Electrical appliances including Fan, Light, AC, Heater, Water dispenser, Kettle or any other appliances	Safe for handling	100%
Electrical	Safe cable & wire	Insulated	100%
Electrical	Safe cable & wire	No hanging	100%
Electrical	Safe cable & wire	No leakage	100%
Electrical	Timeline for attending fault	Attending call	30 min
Electrical	Timeline for fault rectification	Replacement of Light/Capacitor	30 min
Electrical	Timeline for fault rectification	Major repair	2 working days
Electrical	AC servicing	Cleaning	twice a year
Plumbing	All inlet & outlet Pipe	No leakage	100%
Plumbing	All inlet & outlet Pipe	No chocking	100%
Plumbing	Timeline for attending fault	Attending call	30 min
Plumbing	Timeline for fault rectification	Repair	2 hour
Plumbing	Removal of pipe chocking	Repair	45 min
Plumbing	Checking water level of overhead tank	Water management	every 2 hour
Plumbing	Water Pump operation	Water management	as & when reqd
Plumbing	Ordering Water	Water management	as & when reqd
Oxygen Plant	Checking the level & pressure	Checking	daily twice
Oxygen Plant	Checking pipeline of one floor(2 cover entire hospital in a week)	Leakage checking	daily once
Oxygen Plant	Replacement of valve, gasket, joint, bend	fault repair	1 hour
Oxygen Plant	Repairing of leakage of line	fault repair	4 hour
Oxygen Plant	Checking Oxygen outlet point	Checking	daily once
Oxygen Plant	Repair/Replacement of Oxygen outlet point	fault repair	30 min
Oxygen Plant	Repair/Replacement of Oxygen Flow meter	fault repair	30 min
ETP/STP	Round the clock Operation	Operation	As per schedule
ETP/STP	Periodic cleaning & maintenance	Maintenance	As per schedule
ETP/STP	Breakdown Maintenance	Maintenance	1 hour

25.0 Evaluation Criteria:



25.1 : Technical Evaluation: In the first stage, the Technical Proposal will be evaluated on the basis of bidder's fulfilment of eligibility criteria. Only those bidders whose Technical score becomes responsive, shall qualify for further Financial Bid consideration by the Evaluation Committee. The minimum eligibility marks is 60%. The evaluation method is shown below :-

Sl no	Evaluation Parameter	Total Marks	Criteria for marks allotment
1	Experience : no of Years in House Keeping Service & Maintenance service	30	Housekeeping : >2 Year to 5years : 5 Marks > 5 Year to 10 Year : 10 marks >10 Year : 15 mark Electrical & Plumbing Maintenance service >2year to 5 year : 4 marks > 5year : 7 marks LMO Maintenance service : >2 year to 5 year : 4 marks > 5 year : 8 marks
2	No of Projects executed : The bidder should have executed atleast one single order of cumulative annual value of more than or equal to Rs 5 Crs Or Two orders of Rs 4 Crs in each of the last five financial years (i.e. 2018-19 to 2022-23) for one unit & Rs 10 Crs Or Two orders of Rs 8 Crs in each of the last five financial years (i.e. 2018-19 to 2022-23) for multiple units.	30	House keeping and maintenance service : Single Unit: One Order of \geq 5 Crs or two orders of 4 crs : 20 One Order of $>$ 5- 10 Crs or two orders of $>$ 4-8 crs : 25 One Order of $>$ 10 Crs or two orders of $>$ 8 crs : 30 Multiple Units : One Order of \geq 10 Crs or two orders of 8 crs : 20 One Order of $>$ 10- 20 Crs or two orders of $>$ 8-15 crs : 25 One Order of $>$ 20 Crs or two orders of $>$ 15 crs : 30



3	Total Average tour-over of last 5 financial years	15	<p>Single Unit</p> <p>>=8 Cr to 15 Cr: 10</p> <p>>15 Cr to 25CrS : 15</p> <p>>25 Crs: 20</p> <p>Multiple Unit</p> <p>>=10 Cr to 20 Cr: 10</p> <p>>20 Cr to 30CrS : 15</p> <p>>30 Crs: 20</p>
4	Power-point Presentation elaborating on the strategy, time-line and methodology for Implementation of the scope of the project as defined.	15	Methodology for Implementation
5	HR Policy and Policy on absorption of existing manpower	10	Detailed HR policy adhering prevailing applicable labour laws and absorption of existing off-roll/contractual employees.

25.2. Power-point Presentation : The bidders whose technical score except Power-Point presentation will be a minimum of 60%, will be shortlisted for a Power-point presentation where the marking will be done based on Detailed understanding of the scope of project, approach & methodology, detailed project plan along with the timelines and resource deployment plan, understanding mitigation of risks.

25.3. Financial Evaluation : Total price inclusive all taxes, PF, ESI and other statutory obligations shall be considered for Financial Evaluation. The Lowest Bid will be awarded highest marks & highest bid will be awarded lowest marks.

Final score for an applicant would be weighted average of technical and financial bids, where the technical and financial proposals will be assigned a weight of 70 and 30 percent respectively. The scoring system of this 'Quality-Cum-Cost-Based' to be used for obtaining final scores is illustrated below:

Technical Proposal	Financial Proposal	Combined Score
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Score	Weighted Score= (score/max score) *100	Bid Amount(Crs)	Weighted score = (mini amount / amount) *100	Technical	Financial	Total
1	2	3	4	5(*70%)	6 (* 30%)	7
50	62.5	1	100	43.75	30	73.75
60	75	2	50	52.5	15	67.50
70	87.5	3	33.33	61.25	10	62.25
80	100	4	25	70	7.5	77.50

The highest score obtained the vendor in the combines scoring will be selected as the most favourable bid.

26.0 Responsibilities of the Hospital Administration/ Authority : : (MMDSL to insert)

(Note :

1. The annexures to be provided by MMDSL in standard formats
2. Financial Bid should be submitted in the below formats.
3. The bidder should enclose the below format along-with Financial Bid as the price justification :

Section -A								
(Manpower Cost – Hospital wise)								
A) Manpower Requirement and cost for individual Hospital level All Categories								
Hospital Name	Strategic Deployment			Total no of deployment	Location	Rate/ Person	Total Amount/ Month	Amount / annum
Designation	Shift 1	Shift 2	Shift 3					
Manager								
Supervisor								
H/K Staff								



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Electrician							
Plumber							
Sub Total							
Rupees in words							

Section-B & C

Price Schedule for Equipment, Consumables and Durables for each Hospital			
Hospital Name			Location
Covered area (sqft)			
Name of Item	Quantity required- equipment 3 years Consumables/ month	Unit Rate/ month *(see note below)	Total Value / year
Equipment			
Wet / Dry Vacuum Cleaner			
High Pressure Cleaner			
Rubber Squeezers			
Manual Sweeper			
Heavy Duty Scrubbing / Buffing Machine			
Ladder 24ft			
Ladder 12 ft			
Wet Mop System			
Dust Control System			
Caddy Baskets			
C-fold Towel			
Soap Refill 500ml			
Anti-Bacterial Machine and UV Radiator			
Any other Cleaning Equipments per the need / requirement of the Hospital			



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Subtotal of Equipment			
Consumables			
Floor Duster			
White Dusters			
Yellow Dusters			
Room Fresheners			
Air Fresheners			
Urinal Cubes			
Naphthalene balls			
Colin / R3 Glass Cleaner			
Sponges			
Multipurpose Cleaner / Magic Gel (in liters)			
Disinfectant liquid (White coloured / Good quality Phenyl / cinefresh (in liters)			
Floor Cleaning liquid (in liters)			
Brooms Hard with long and Short Handles)			
Soft Brooms			
Liquid Toilet Cleaner / R6 from Taski/ Harpic (in liters)			
Plastic Scrubber			
Floor / dish Cleaner			
Feather Duster			
Nylon Scrubber			
Drain openers (large and Small)			
Dettol / Lysol (in liters)			
Scrubbing Brush Hard			
Red Dry Mop			
Scotch Brite			



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Any other Consumables as per the need / requirement of the Hospital			
Sub Total (B)			
In Words			
Durable consumables (C)			
Toilet Brush			
Glass Wiper			
Floor wiper / Rubber Squeeze			
Dustpan			
Vacuum Pump			
Dust Control Mop			
Spray Bottles			
Kentucky Mop			
Bucket Large			
Bucket Small			
Any other Durables as per the Need / requirement of the Hospital			
Sub Total (C)			
In Words			

Note :

- * As the quantity of the equipment indicated above is for 3 years, the total cost should be amortized for 3 years to arrive at per year rate. (i.e, the cost of equipment /3 years) and the per year cost should be divided by 12 to arrive at per month rate.
- * As the quantity of durables indicated above is for 3 months the total cost should be divided by 3 to arrive at per month rate and the monthly rate should be multiplied by 12 to arrive at per year rate.
- * As the quantity of consumables indicated above is for per month the rate per month should be multiplied by 12 to arrive at rate per year.

Section-D



[Summary of Cost for A) Manpower cost for Hospital level and B) Resource cost equipment/consumables for the Hospitals

Hospital Name		Location	
Name of the Hospital	Manpower Cost for Hospital of Section-A	Cost of Equipment/Consumables Section B & C	Total Cost
	Amount/Year	Amount/Year	Amount/Year

Section-E

Format for Financial Bid Submission

Sl. No.	Name of the Work	Name of Hospital	Rate/ Month(Rs)	UOM	Quantity	Amount/ Month (Rs)	Amount/Year(Rs)
1	Housekeeping	Shillong Medical College(appx)		Sqft	400000		
2	Housekeeping	Ganesh Das Hospital, Shillong		Sqft			
3	Housekeeping	Shillong Civil Hospital		Sqft	62051		
4	Housekeeping	Tura District Hospital		Sqft	105842		
5	Housekeeping	Tura Medical College		Sqft	358966		
6	Maintenance Service	Shillong Medical College		EA			
7		Ganesh Das Hospital, Shillong		EA			
8		Shillong Civil Hospital		EA			
9		Tura District Hospital		EA			
10		Tura Medical College		EA			
Total Amount							



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(in figure)							
Total Amount (in words)							

Section-F

PROFORMA FOR BANK GUARANTEE FOR PERFORMANCE SECURITY

(To be stamped in accordance with Stamp Act)

Ref:
Bank Guarantee No.:
Date:

To
(Address)

Dear Sir,

WHEREAS (Name of Bidder) hereinafter called "the Bidder", has been identified and selected and has undertaken, in pursuance of Contract dated _____ 2024 (hereinafter referred to as "the Contract") to implement the [Tender Notice Selection for selection of service providers for OUTSOURCING OF HOUSEKEEPING AND MAINTANANCE SERVICES AT GOVT. HEALTH INSTITUTIONS in the state of Meghalaya.

AND WHEREAS it has been stipulated in the said Contract that the bidder shall furnish a Bank Guarantee ("the Guarantee") from a Scheduled Bank for the project/performance of the [Tender Notice Selection of service providers for selection of service providers for for OUTSOURCING OF HOUSEKEEPING AND MAINTANANCE SERVICES AT GOVT. HEALTH INSTITUTIONS in the state of Meghalaya as per the contract. WHEREAS we ("the Bank", which expression shall be deemed to include it successors and



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permitted assigns) have agreed to give the Meghalayan Medical Drugs & Services Ltd, Meghalaya the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

- 1) The Bank hereby irrevocably and unconditionally guarantees the payment of, the Meghalayan Medical Drugs & Services Ltd under the terms of their contract dated on account of full or partial non-performance / non- implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards Meghalayan Medical Drugs & Services Ltd, under this Guarantee shall not, under any circumstances, exceed in aggregate.
- 2) In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from the Meghalayan Medical Drugs & Services Ltd stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to the Meghalayan Medical Drugs & Services Ltd any and all sums demanded By the Meghalayan Medical Drugs & Services Ltd under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from Meghalayan Medical Drugs & Services Ltd to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr.....(Mention the official address of the bidder)
- 3) This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of _____ months from the date of its execution.
- 4) The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - a) any change or amendment to the terms and conditions of the Contract or the execution of any further contracts/Agreements.
 - b) any breach or non-compliance by the bidder with any of the terms and conditions of any contracts/credit arrangement, present or future, between bidder and the Bank.
- 5) The Bank also agrees that, the Meghalayan Medical Drugs & Services Ltd at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against agency and not withstanding any security or other guarantee that the Meghalayan Medical Drugs & Services Ltd may have in relation to the bidder's liabilities.
- 6) The Bank shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of the Meghalayan Medical Drugs & Services Ltd or any other indulgence shown by the Meghalayan Medical Drugs & Services Ltd or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.
- 7) This guarantee shall be governed by the laws of India and only the High courts of Meghalaya, shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of _____ 2024

Witness
(Signature)



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(Signature)
(Name)

Designation with Bank

(Name) Bank Rubber Stamp
(Official Address)