



OFFICE OF THE DIRECTOR
TOMO RIBA INSTITUTE OF HEALTH & MEDICAL SCIENCES (TRIHMS)
(SOCIETY UNDER THE GOVERNMENT OF ARUNACHAL PRADESH)
Naharlagun – 791110: Arunachal Pradesh

Phone: 0360-2350331 FAX: 0360-2350791 Email: trihmsap@gmail.com

File No. TRIHMS-13011/9/2022

Dated 22nd July 2022

To

The Director
Information & Publication
Govt. of Arunachal Pradesh
Naharlagun

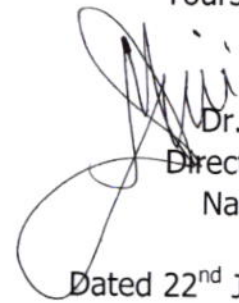
Sub:- Request of Publishing of NIT

Sir,

Please find here attached with NIT No. TRIHMS-13011/9/2022 Date 22nd July 2022 for Sanitation and House Keeping for TRIHMS, Naharlagun for publication in the local dailies with immediate effect and kindly forward the bills in triplicate to the undersigned for payment.

Enclosed: As stated above

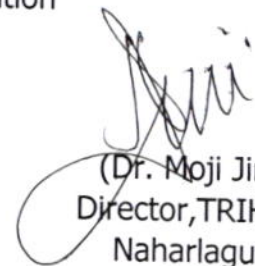
Yours Faithfully


Dr. Moji Jini
Director, TRIHMS
Naharlagun
Dated 22nd July 2022

Memo No. TRIHMS-13011/9/2022

Copy to:-

1. PS to Principal Secretary (H&FW) cum Chairman EC, TRIHMS, Govt. of Arunachal Pradesh
2. The Finance & Accounts Officer, Naharlagun for information
3. Office Copy


(Dr. Moji Jini)
Director, TRIHMS
Naharlagun



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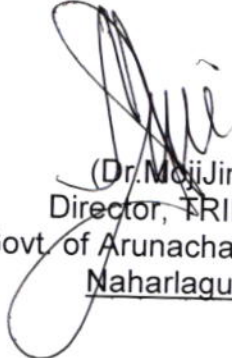
Date: 22nd July 2022

TENDER NOTICE FOR SANITATION/HOUSE KEEPING FOR TRIHMS,
NAHARLAGUN

Tenders in sealed cover are invited under **two-bid** system from reputed and experienced agencies on behalf of the Chairman Governing Council, Tomo Riba Institute of Health and Medical Sciences, Arunachal Pradesh, Naharlagun, for providing Sanitation/House Keeping Services at the premises of TRIHMS , Naharlagun on contract basis initially for a period of 3 (three) years extendable further subject to satisfactory performance of the service provider, requirement of the services by TRIHMS, availability of fund thereof, and mutual agreement thereon between the two parties.

Name of Work	Approximate value of work (Rs.)	Earnest Money Deposit	Security Deposit (Rs.)	Last Date of receiving of sealed tender bids	Date of opening of Technical Bids
House Keeping and Sanitation Services	Rs.2.50 Cr	Rs.2.50 lakhs for APST and Rs.5.00 Lakhs for others	10% of annual value of works	19-08-2022 at 11.00 AM	19-08-2022 at 2.00 PM

The detailed tender documents can be obtained from the office of the Director, TRIHMS, Old Assembly Complex, Naharlagun,791110, on any working day from 23/7/2022 to 12/8/2022 between 10.00 AM to 04.00 PM or may also be downloaded from the website of the institute www.trihms.com by tendering for an amount of Rs.5000/- (Rupees five thousand) only through non-refundable demand draft of any commercial Bank drawn in favour of "**Tomo Riba Institute of Health and Medical Sciences**"and payable at Naharlagun.


(Dr. Moji Jini)
Director, TRIHMS
Govt. of Arunachal Pradesh
Naharlagun.



No. TRIHMS-13011/9/2022

Date:

NOTICE INVITING TENDER FOR
SANITATION/HOUSE KEEPING SERVICES
UNDER TOMO RIBA INSTITUTE OF HEALTH & MEDICAL SCIENCES
(TRIHMS), NAHARLAGUN

Tenders in sealed cover are invited under **two-bid** system from reputed and experienced agencies on behalf of the Chairman Governing Council, Tomo Riba Institute of Health and Medical Sciences, Arunachal Pradesh, Naharlagun, for providing Sanitation/House Keeping Services at the premises of TRIHMS, Naharlagun on contract basis initially for a period of 3 (three) year, extendable further subject to satisfactory performance of the service provider, requirement of the services by TRIHMS, availability of fund therefor, and mutual agreement thereon between the two parties.

The interested agencies are required to submit the technical and financial bids separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super scribed "**Tender for Sanitation/House Keeping Services for TRIHMS Naharlagun**" and should reach at the office of "**The Director, TRIHMS, Old Assembly Building, Naharlagun- 791110**, on or before **19th August'2022 at 11.00 AM**. The tenders shall be opened on the same day at 1400 hrs in the Conference Hall of TRIHMSNaharlagun. In the event of the above-mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointedtime.

EMD	1% for APST and 2% for others
Security Deposit	10 % of Annual Tender Value
Last Date and Time of receipt of NIT	19 th August'2022 at 11.00 AM
Date & Time for Opening of Technical Bid & Financial Bid	19 th August '2022 at 2:00PM
Pre-bid meeting	16 th August'2022 at 12.00 Noon
Place of Submission of Tender	Office of the Director, Tomo Riba Institute of Health and Medical Sciences, (TRHMS), Old Assembly Complex, Naharlagun- 791110 Arunachal Pradesh

The detailed tender documents can be obtained from the office of the Director, TRIHMS, Old Assembly Complex, Naharlagun,791110, on any working day from 23/7/2022 to 12/8/2022 between 10.00 AM to 04.00 PM or may also be downloaded from the website of the institute www.trihms.com by tendering Rs.5000/- (Rupees five thousand only) through non-refundable demand draft of any nationalized Bank drawn in favour of "**Tomo Riba Institute of Health and Medical Sciences**" and payable at Naharlagun.

For any change of Time and Date etc the interested parties are requested to view the institution web site www.trihms.com frequently.

Note: Application with incomplete information and not conforming to the directions are liable to berejected.


Director TRIHMS
Naharlagun



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All tenderers are requested to read the tender document carefully including its terms and conditions and procedures to fill the tender form and tender assessment criteria.

TENDER DOCUMENTS CONSIST OF THE FOLLOWING: -

- I. Eligibilitycriteria
- II. General Instructions toTenderers
- III. General Conditions ofContract
- IV. Scope of Work (Annexure-I)
- V. Technical Bid (Annexure-II)
- VI. Financial Bid (Annexure-III)
- VII. Declaration (Annexure-IV)

I. ELIGIBILITYCRITERIA:

1. The tenderers must have experience of handling sanitation and housekeeping work in a reputed organization including Govt. departments/agencies & PSUs for at least one year, duly substantiated by documentary evidence.
2. Having successfully completed at least one work of similar magnitude and duration worth Rs.50,00,000/- (Rupees Fifty lakhs or more per year) in last two years in State/Central Government/PSU/Autonomous Body under Government/ Govt. Institutions / Educational Institutions along with Performance certificate.
3. The tenderer must be registered with the following statutory authorities and must also furnish attested copies of supporting documents: -
 - a. ESIC, EPF, GST
 - b. Registration certificate /license under contract labour (R & A) Act, 1970
 - c. Any other registration which is mandatory for such agencies stipulated by concerned authorities from time to time.
4. The following documents must be submitted alongwithtender: -
 - a. Audited Balance Sheets of last three years i.e.,2018-19, 2019-20 and 2020-21 with Income and Expenditure statement and Profit and Loss Account &Audit report of last threeyears.
 - b. ESIC & EPF registration certificate
 - c. Minimum wages clearance certificate from Labour Commissioner, Govt. of Arunachal Pradesh, Itanagar.
5. The Tenderer should have sufficient employees on its rolls specifically and technically trained for housekeeping work.
6. The Tenderer should have a valid labour license under contract labour (R&A) Act,1970.
7. The bidder should be a registered firm of state of Arunachal Pradesh.
8. Director, TRIHMS reserves the right to withdraw/relax this eligibility criteria and in such an event, the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned,explicit/implicit.



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II. GENERAL INSTRUCTIONS TOTENDERERS

Eligible and willing agencies are advised to visit the hospital site to get the onsite assessment of the work on any working day between 10.00 AM to 04.00 PM and on Saturday from 10:00 AM to 02.00 PM after obtaining explicit permission from the Chief Medical Superintendent, TRIHMS Hospital, Naharlagun.

1. The closing date and time for receipt of tenders will be 11.00 AM on 19/8/2022.
 2. The Tender will be opened at 2.00 PM on 19/08/2022 at Lecture Hall-II of the Director, TRIHMS, Naharlagun in the presence of the tenderers or their authorized representatives of the tenderers, who wish to be present at that time.
 3. The Tenders are to be submitted as per two bid system i.e., **Technical bid and Financial Bid**.
 - (A) The technical bid should contain the papers to fulfil all the eligibility criteria, certificates of experience, satisfactory performance certificates, undertaking as per instructions, work plan and list of the equipment, tools and tackles required for the job.
 - (B) Financial bid should contain the rates quoted for the services to be provided as per instructions given in the tender document.
- Both the bids should be submitted in two separate sealed envelopes super scribed as **“Technical Bid for Sanitation and House Keeping Services”** and **“Financial Bid for Sanitation and House Keeping Services”**. Earnest Money Deposit in the form of Demand Draft or Bankers’ Cheque of any commercial bank should be in third envelope along with covering letter and it should be superscribed **“Earnest Money Deposit for Sanitation and Housekeeping Services”**. All three sealed envelopes should be put in a fourth sealed envelope and should be super scribed **“Tender for Sanitation and House Keeping Services”**. Sealed tenders should be addressed to the **Director, TRIHMS, old Assembly Building, Naharlagun**. The completely filled Tender should be dropped in the Tender Box kept in the office of the **Director, TRIHMS, old Assembly Building, Naharlagun** by the stipulated date and time. Tender submitted or received after the closing date and time will not be considered. The declaration in the prescribed Performa (Annexure-IV) should be submitted along with the Technical Bid. In the absence of EMD, the tender will be summarily rejected.
4. The Earnest Money Deposit will be refunded to the unsuccessful tenderer only after finalization of the contract. In case of the successful tenderer EMD will be refunded after receipt of the performance security deposit. **No interest will be paid on the EMD.**
 5. The bid shall be valid for 180 days from the date of opening of tender.
 6. No Tenderer will be allowed to withdraw his tender after submission during the bid validity period (180 days). In case the tenderer does not honour his bid, the EMD submitted by the tendering firm would stand forfeited.
 7. All entries in the Tender form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.
 8. **Each page of the Tender document and papers submitted therewith, should be numbered, signed and stamped by the authorized signatory as a token of acceptance of the terms and conditions laid down by the Director, TRIHMS.**
 9. The tenderer shall quote for all the items of Financial Bid (Annexure-III) failing



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- which the bid shall be considered nonresponsive, incomplete and tender will be summarily rejected.
10. Tender incomplete in any way will be rejected out rightly. Similarly conditional Tenders will also be rejected out rightly.
 11. Technical Bids and financial bids will be scrutinized by the Board as constituted by the Director, TRIHMS to verify all requisite and relevant documents and to determine their authenticity.
 12. In case the successful tenderer declines the offer of Contract for whatsoever reason(s), his/her EMD will be forfeited.
 13. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as Contractor.
 14. The successful tenderer will have to deposit the **Performance Security Deposit of 10% of Annual Total Contract value** in the form of Demand Draft/Banker's cheque of any commercial bank, drawn in favour of "Tomo Riba Institute of Health and Medical Sciences" and payable at Naharlagun and commence the work within 15 days of acceptance of tender otherwise the contract may be cancelled and EMD will be forfeited.
 15. An agreement between Successful Bidder & Director, TRIHMS will be entered into on Rs. 100/- Non-Judicial Stamp Paper. Stamp value will be paid by the bidder.
 16. Director, TRIHMS reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the TRIHMS.
 17. Director, TRIHMS reserves the right to reject all or any tender in whole, or in part, without assigning any reason thereof.

III. GENERAL CONDITIONS OF CONTRACT(GCC)

1. The Contract shall initially be valid for a period of Three year and may be extended for further period based on satisfactory performance and with mutual consent, as per the same rates, terms and conditions.
2. Director, TRIHMS reserves the right to terminate the contract by serving one month's notice, in writing if the services of the contractor are not found satisfactory. The Contractor may also ask for the same by giving one month's notice but he has to provide the house keeping facility till the next agency is engaged.
3. The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of sanitation and housekeeping work using appropriate materials and tools/equipment.
4. The Contractor will have to provide standard liveries as approved by TRIHMS administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of Director, TRIHMS within seven days from the date of entering into the agreement.
5. TRIHMS Hospital, Naharlagun will provide the space for setting up a control room for the Contractor in the premises of the hospital from where the contractor and his own supervisory or office staff can control the house keeping labour force working in the hospital.
6. The Contractor should ensure the health and safety measures of the employees.



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- TRIHMS authorities may also conduct health check-up of the staff deployed at regular intervals.
7. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and necessary action under Indian Penal Code/ relevant law also.
 8. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
 9. **The Contractor at all times shall indemnify TRIHMS against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, the Employees Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. TRIHMS will not own any responsibility in this regard.**
 10. The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Govt. of Arunachal Pradesh. If the rates quoted found below the minimum wages, tender will be rejected.
 11. **Under any circumstances whatsoever, the manpower deployed shall be paid wages not below the Minimum wages set by State Govt.**
 12. There would be no increase in rates payable to the **Agency** during the contract period except reimbursement of the statutory wages and tax rates revised by the Govt. In case the wage quoted become lesser than the minimum wage revised by the Govt. in future the rates shall be increased by the difference amount to comply with the statutory requirement.
 13. In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by TRIHMS besides annulment of the contract.
 14. **The Contractor shall: -**
 - a) Ensure Pest/Animal and Rodent free environment in the premises of TRIHMS Hospital, Naharlagun
 - b) Ensure that his managers / supervisors are equipped with mobile phones, and are available round the clock.
 - c) Ensure that the workforce deployed by him should be on his payroll.
 13. **Scope of work and services for each of the premises:**
 - a) Details of the scope of work are enclosed at "Annexure-I".
 14. **Payment Procedure:**

Payment will be made in the first week of the succeeding month upon submission of the bill in triplicate.

While submitting the bill for the next month, the services provider must file a certificate certifying the following along with ESI contribution sheet downloaded from ESIC Insurance Portal: -

 - a. Wages of workers were credited to their bank account on _____ (Acknowledgment by bank en
 - b. ESI Contribution relating to workers amounting to Rs. was deposited on (Copy of Challan enclosed with contribution sheet)
 - c. EPF Contribution relating to workers amounting to Rs.



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_____ was deposited on _____
_____ (copy of the Challan enclosed with contributionsheet)

d. We are complying with all statutory Labour Laws including Minimum Wage Act.

15. Liquidated damages:

Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by sister I/C or any other staff of the hospital and if no action is taken within one-hour, liquidated damages @ Rs.500/- per complaint shall be imposed. The decision of TRIHMS Hospital, Naharlagun shall be final in this regard.

16. Manpower

Any misconduct / misbehaviour on the part of the manpower deployed by the Contractor will and such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to Medical Superintendent of TRIHMS Hospital, Naharlagun. **The Contractor/agency shall take full risks and responsibility for the acts of omission or commission of the employees deployed by it and shall indemnify TRIHMS for any loss or damage caused to TRIHMS by the employees.**

17. The Contractor should ensure to maintain adequate no. of manpower and also arrange a pool of stand-by housekeeping staff in case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff.

18. Risk Clause

- a. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. TRIHMS reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the TRIHMS from the Contractor's Security Deposit or pending bill or by raising a separate recovery claim.
- b. All necessary reports and other information will be supplied by the contractor as per the direction of the Hospital Administration. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.
- c. In the event of loss/damage of equipment etc. at the premises of the TRIHMS Hospital, Naharlagun due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to TRIHMS Hospital, Naharlagun. The Contractor or its representative/s shall meet Hospital representative/s regularly to take feedback regarding the housekeeping services.
- d. The Contractor shall not assign or sublet this Agreement or any part thereof to any third-party.
- e. Training on behaviour aspects and ethics must be done regularly. The housekeeping staff may be made conversant with the way of working of TRIHMS Hospital, its requirements, layout of hospital, fire safety system alongwith telephone numbers of Police station, fire station, nearby hospitals.



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- f. Licenses if any required for housekeeping services at the site will be procured by the Contractor.

19. Dispute Settlement

In case of any dispute between the Agency and TRIHMS, the TRIHMS shall have the right to decide, failing which the dispute shall be referred to the sole arbitrator to be appointed by the parties through mutual consent. The arbitrator shall settle the case under the provision of Arbitration and conciliation Act 1996. The jurisdiction of the Arbitration shall be at Itanagar/Naharlagun. The language of the Arbitration shall be in English. The parties shall bear the cost of Arbitration equally. The order of the Arbitration shall be final and binding on the parties. If the issues are not settled by arbitration, the competent civil court in the state of Arunachal Pradesh shall have the jurisdiction.

Director, TRIHMS



SCOPE OF WORK

Area of work:

All open and covered area within the boundary of the TRIHMS Hospital, Naharlagun, will be in the scope of housekeeping services to be provided by the contractor.

Cleaning Services:

The aim and objective is to provide a high level of clean, 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 are dressed in neat and clean uniform approved by the TRIHMS Hospital, Naharlagun. Officials of TRIHMS will also monitor the entire work and staff.

The service of sanitation workers engaged by the contractor shall be governed by the job specifications/ job disciplines to be framed by TRIHMS authority.



TECHNICAL BID

FOR HOUSE KEEPING AND SANITATION SERVICES IN TRIHMSHOSPITAL,
NAHARLAGUN

A. DETAILS OF TENDERER:

1	NAME OF TENDERER / NATURE OF FIRM	
2	NAME OF PROPRIETOR/ DIRECTORS/ PARTNER	
3	FULL PARTICULARS OF OFFICE	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-Mail Address	
5	REGISTRATION DETAILS	
(a)	PAN No.	
(b)	GST Registration No.	
(c)	E.P.F. Registration No.	
(d)	E.S.I. Registration No.	
(e)	Labour Licence No.	
(f)	Any other registration which is mandatory for such agencies stipulated by Concerned authorities.	
6	DETAILS OF EARNEST MONEY DEPOSIT	
(a)	Amount (Rs.)	
(b)	D.D. / B.C. No. and Date	



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(c)	Drawn on Bank	
(d)	Valid up to	
7	Total Turn Over	
(a)	2019-20	
(b)	2020-21	
(c)	2021-22	
8	Total Nos. of Captive Manpower as on the day of filing the tender.	

B.DETAILS OF THE EXISTING CONTRACTS[@]

	Name and Address of the Organization, Name, Designation and Contact Telephone / Fax No. of the Officer concerned	Details Regarding the Contract Including total Manpower deployed	Value of Contract (Rs.)	Duration of Contract	
				From	To
				DD/MM/YY	DD/MM/YY
A					
B					
C					
Additional information if only					

*The above format must be used to provide employee details.

@The above format must be used to provide requisite details.

Signature of Tenderer

Date:

Name :

Place:

Seal:



ANNEXURE-III

FINANCIAL BID

(In sealed Cover-II superscribed "Financial Bid")

TENDER FOR PROVIDING "SECURITY SERVICES TO TRIHMS NAHARLAGUN"

Sl. No.	Description	Percentage [to be read in conjunction with latest rules, Acts, policies etc. of the Competent Authorities]	Sanitation Supervisor	Sanitation and House Keeping Staff
1	Wages Per Month			
2	ESI, if applicable in Arunachal Pradesh	4 % (of wages)		
3	EPF	12 % of wages		
4	House Rent Allowance	As applicable		
5	ESI on HRA	@ 4 %		
6		Total-A		
7	Leave / weekly off etc. (Leave reserve)	@4.33 days (Coloumn-6/30*4.33)		
8		Total-B		
9	Bonus	8.33% of Rs. 7000/- or wages whichever is higher		
10		Total-C		
11	Uniform outfit/washing allowances	@ 8% (of wages)		
12		Total (A+B+C)		
13	Service Charges	-----%	Rs.	
14	GST (as applicable) on services	18%		
15	Grand Total			

NOTE:

1. TRIHMS Naharlagun may ask to depute additional housekeeping staff as and when needed.
2. The rate is inclusive of weekly off.
3. The tenderer has to provide uniform, Identity Card, Umbrella, Raincoat etc. to each staff.
4. The quote for wages should not be less than the minimum wage notified by Govt. of Arunachal Pradesh.

Declaration by the Bidder:

This is to certify that I before signing this tender have read and fully understood all the terms & conditions contained herein and undertake myself to abide by them.

Note:

- (i) No other charges would be payable by Client.
- (ii) There would be no increase in rates during the Contract period except provision under the terms & conditions.

Place

Date



ANNEXURE-IV

DECLARATION

1. I,..... Son / Daughter of Shri
..... Proprietor / Partner / Director / Authorized Signatory of
..... competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Signature of Authorized Person

Full Name:

Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid