

SCOPE OF WORK: HOUSE KEEPING & SANITATION, MEDICAL ATTENDANTS IN BHEL GENERAL HOSPITAL, RAMACHANDRAPURAM

- Details of the scope of work are enclosed at **Annexure "A"**.
- Details of Equipment's to be used, Number of Manpower and liveries to be used at each of the premises for housekeeping job are given at **Annexure "B"**.
- The numbers given in **Annexure 'C'** are the minimum. The contractor shall provide resources, to meet the contractual obligations.
- Job Description along with Indicative manpower details area wise are enclosed in **Annexure-D**.

SCOPE OF WORK (Annexure 'A')

General Requirements and Documentation:-

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

Daily services:

Housekeeping / cleaning services should be provided round the clock on all days including holidays in

a) OPD Block and Administrative Block in hospital

b) Areas outside the hospital campus :

1. OHS (occupational health center)
2. FMC [factory medical center] and
3. MIG Dispensary

at 7:00 am to 6:00 pm from Monday to Saturday and IP block 24x7 in three shifts, 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. Housekeeping staff has to do following activities:

- 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, Corridors Ceilings, Administrative Block, Office Rooms, Conference rooms at regular intervals on daily basis.

- 3) Vacuum cleaning of all carpets and upholstered furniture. 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) 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.
- 7) Refilling, replacing and emptying of sharp containers at all stations.
- 8) Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
- 9) Washing linen which are soiled by urine, vomitus, faeces and others with 1% hypochlorite solution and send to laundry.
- 10) Spraying room fresheners in all rooms on daily basis at regular intervals.
- 11) Assist in transporting dead bodies to mortuary and dispose off dead fetus and amputated limbs or other parts to BMW collection point.
- 12) Cleaning and carbolization of ICU beds, L.R beds ,and beds in post –operative ward in MATY AND SURGICAL P.O.W , OT beds between cases (as per instruction & direction of OT In charge).
- 13) 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.
- 14) All the garbage collected at the designated points spreaded over the BHEL General hospital is to be lifted in tractor trolleys as well as the general waste which does not require incineration should be cleared on daily basis to municipality defined yards outside BHEL General Hospital Campus. In additions to this the cleaning of garbage points is also under the responsibility of Contractor. If the garbage is not lifted as per above defined mode, penalty of Rs. 500/- on each failure occasion shall be imposed on the Contractor.
- 15) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, AC Plants, Main Gates, etc. as directed by the Administrative Officer, BHEL General hospital.
- 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/Doctor on duty of the area.

Weekly Services :- The deep cleaning of the entire area will be done by the contractor once a week as under :-

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grill with detergent/ cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The tenderer will make a cleaning program and submit to BHEL for weekly cleaning so that BHEL concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
8. The contractor will work in the specified area mentioned in the scope of work.

Pest and Rodent Control Services:

1. The Housekeeping shall submit a detailed plan to take effective measures for Rodent and Disinfection Services including fogging etc. in the earmarked area as per WHO specifications and implementation of the same.

Housekeeping Monitoring and Control Mechanism:-

1. The contractor has to provide Supervisory support to get maximum output from the house keeping force provided to the hospital.
2. The following monitoring mechanism will be adopted by the contractor:-
 - a. 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.
 - b. 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. All suggestions, complaints related to services or staff deployed by the contractor will be registered at site on the computer provided to the Contractor and reported to In-charge Officer of BHEL General Hospital. The contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
 - c. Housekeeping Services Complaint Register: - This register is to be completed on the basis of information received by the Housekeeping Supervisor from BHEL HOSP, 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 BHEL HOSP RCPURAM etc. and necessary action is to be taken.

Additional Scope Pertaining to Hospital:-

1. Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organisations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping

activities the housekeeping staff has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be needed and might not be included in the general scope of work but they have to be provided by the housekeeping staff if needed. In view of the above, any work assigned by the sister I/C/Supervisor/Doctors for the patient benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

2. PATIENTS ROOM:-

The Housekeeping department shall be responsible for routine cleaning of the patient room ward every day in the morning and evening. The Housekeeping department shall also maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

(a) THE ROUTINE CLEANING WILL INCLUDE

- Dusting of the furniture in the room including bed, chair, table TV, fridge, etc.
- Sweeping and mopping the entire room with disinfectant solution.
- Cleaning of Toilet and bathroom with a bathroom cleaning solution.

(b) CLEANING OF DISCHARGE OF AN INPATIENT WILL INCLUDE

- Wiping of the furniture and fixtures in the room with a soap solution.
- Sweeping and mopping the entire room with a disinfectant solution.
- Cleaning of Toilet and bathroom with a disinfectant/bathroom cleaning solution.
- Reporting any maintenance required in the room

3. OPERATION THEATERS (OT) AND LABOUR ROOM (LR):

Operation theatres & LR are the most important place in the hospital which needs maximum care and cleanliness by the housekeeping staff.

Repeated cleaning and disinfection of the operation theatres after every operation, removal of the biomedical waste including human body parts and soiled waste, cleaning the used soiled linen as per SOPs of the Operation theatres and any other type of work assigned by the sister I/C of operation theatre to the housekeeping staff has to be performed efficiently.

- All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed as per schedule.

- Operation theatre & LR walls and shall be thoroughly cleaned using a specialized soap/disinfectant solution before and after every operation.

4. Cleaning of office/Consultant Rooms:-

1. The contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.
2. The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery.
3. The worktables shall be mopped with soap solution in the morning.
4. The office shall be mopped with soap solution in the morning.
5. Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
6. Mopping of all consultant rooms IP & OP using disinfectant solution.

5. 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 disinfectant and kept odour free using deodorizer cubes.
3. The floor shall be thoroughly mopped with germicide.
4. Rotation of staff in critical areas like OT, Laboratory, ICU,L.R & 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.

6. PROVISIONAL CLEANING SCHEDULE:

1. VERY HIGH RISK ZONE : OT

S. NO	ACTIVITY	FREQUENCY	AGENTS USED
1.	Garbage Removal	After every case	As per the BMW guidelines
2.	1st mopping	Before starting 1st patient and after every case	Germicide
3.	2 nd mopping	Before starting 1st patient and after every case	1% Sodium Hypochlorite
4.	Garbage removal from the OT corridor	When bags are 3/4th full	As per the BMW guidelines
5.	Mopping of the OT corridor	Thrice a day	Flat mop
6.	Dusting of doors and windows in OT corridor	Once a day	Z colour duster
7.	Mopping in the OT walls	Twice a day before starting and the end of the day	Bacillocid/Virux
8.	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
9.	Washing of Slippers	Once a day	Detergent
10.	Washing of OT	Once a week	Detergent
11.	Fumigation of OT	As desired by Anaesthetist	

2. ICU / MOT/ LABOUR ROOM

1.	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Thrice a day	Z colour duster
4.	Mopping	Thrice a day	Germicide
5.	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
6.	Washing of Slippers	Once a day	Detergent

7.	Assist in carbolization / Fumigation	Every third day in LR	Bacillocid
8.	Scrubbing of floor/ Walls	Once a month	Detergents

3. MODERATE RISK AREA WARDS

1.	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Twice a day	Germicide
5.	Rodents and pest control	Once a day	Gum pads, Rat cages

4. MORTUARY

1.	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Twice a day	Germicide
5.	Washing	Twice a week	Soap solution

5. CSSD/ LAUNDRY

1.	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW guidelines
2.	Dry mop	Twice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Twice a day	Germicide
5.	Mopping sterile storage area	Once a day	Virux Solution
6.	Washing of sterile area CSSD	Once a week (saturday afternoon)	Virux Solution
7.	Assist in Fumigation(CSSD)	When required	Virux Solution

6. RADIOLOGY

1.	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW guidelines
2.	Dry mop	Twice a day / When required	Feather brush
3.	Dusting	Twice a day / When required	Z colour duster
4.	Mopping	Twice a day / When required	Germicide
5.	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide

7. RADIOLOGY

1.	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW guidelines
----	-----------------	--	---------------------------

2.	Dry mop	Twice a day / When required	Feather brush
3.	Dusting	Twice a day / When required	Z colour duster
4.	Mopping	Twice a day / When required	Germicide
5.	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide

8. LABORATORY			
1.	Garbage Removal	Once a day/ When bags are 3/4th full	As per the BMW guidelines
2.	Dry mop	Thrice a day	Feather brush
3.	Dusting	Twice a day	Z colour duster
4.	Mopping	Thrice a day	Germicide
5	Cleaning of work benches	Twice a day /when required	0.25% Hypochlorite
6	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
7	Assist in Fumigation	Once a month	Bacillocid
8	Washing of Slippers	Once in a week	Detergent

Dilution of Wizard in all areas = 40 ml in 1 litre of water

Cleaning of spillage of Blood/Body fluids

1. Use disposable gloves.
 2. Cover area with 1% Sodium Hypochlorite
 3. Leave for 20 minutes
 4. Collect residue with disposable paper. Wipe and discard in bag.
 5. Wash surface with detergent and dry.
 6. All waste, gloves, wipe, discard, seal and dispose as clinical waste/ Mops cleaning – Detergent wash and dry.
- Buckets – Detergent wash and dry
(if contaminated 1% Sodium Hypochlorite overnight rinse and dry).

7. GARBAGE DISPOSAL

The Housekeeping Department's manpower shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the hospital.

DISPOSAL OF BIO-MEDICAL WASTE

- Categories of waste
- Anatomical waste –Tissues, organ, body parts.
- Soiled waste (Solid waste) –blood and body fluids, stained dressings, swabs, cotton etc. solid plaster casts.
- Plastic Waste –IV sets and tubing, gloves, catheters, vacutainers and syringes (without needles), urine bags, blood bags.
- Microbiology waste –lab cultures.
- Sharps –Syringes with needles, burnt needles, stylets, scalpels, lancets, blades, broken ampoules.
- Liquid waste –waste from laboratory and washing, cleaning and disinfection.
- Expired Medicines.
- General waste –paper, cardboard, unbroken glass bottles.

RESOURCES REQUIRED

- Yellow Garbage Collection Bag (Bin Liner) for Yellow Garbage Collection Bin with lid
- Red Garbage Collection Bag (Bin Liner) for Red Garbage Collection Bin with lid
- Blue Garbage Collection Bag (Bin Liner) for Blue Garbage Collection Bin with lid
- Black Garbage Collection Bag (Bin Liner) for Black Garbage Collection Bin with lid
- Puncture Proof of sharp containers.

8.Body Packing Services:-

The consumables shall be provided by Housekeeping Department, the Housekeeping personnel shall carry out the body packing services as directed by Mortuary In-charge at Mortuary.

9 Pharmacy:-

Cleaning :

1. Dusting ,mopping of Central pharmacy and dispensary
2. Removal of garbage ,boxes and collection of expired drugs from these sites to designated sitesfor disposal , assisting in stacking of drugs in specified areas by Pharmacist I/C
3. TRANSPORTATION OF DRUGS, INDENTS from central stores to dispensaries and wards

10 Kitchen :-

1. Serving food as directed by Kitchen authorities on trolley.
2. Food to be served correctly after confirming the identity of the patient and the diet displayed against the name following all clean and hygienic measures to be deployed e.g wearing of gloves and disposable cap over the scalp.

General Instructions for tenderer:

1. The persons deployed by the contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of house- keeping work using appropriate materials and tools/ equipments.
2. The contractor should ensure the health and safety measures of employees.
3. The contractor will be responsible for supply/ installation / refilling/ maintenance of all such items/ equipments used in wash rooms and other areas of hospital for house- keeping purposes as given in Annexure.
4. The contractor must employ adult and skilled labour only. Employment of child labour will lead to termination of contract. 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.
5. The Contract shall initially be valid for a period of 2 years and may be extended further for more years based on satisfactory performance and mutual consent, on the same terms and conditions. The rates quoted by the bidder shall remain unchanged during the period of contract.

BHEL, however, reserves the right to terminate the contract by serving one month's notice, in writing if the hospital administration is not satisfied with the services of the contractor. The Contractor may also ask for the same by giving one month notice but he has to provide the housekeeping facility till the next agency takes over.

6. 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 BHEL besides annulment of the contract.
7. The Contractor has to provide standard liveries on his own cost to its housekeeping staff. The staff shall be in proper uniform provided by the contractor but approved by BHEL administration with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority.

BHEL GENERAL HOSP Hyderabad 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 housekeeping labour force working in the hospital. The contractor will arrange for all items needed for his staff viz., time keeping machine, computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of material and equipments, etc.

BHEL GEN HOSP HYD will provide space for a store room to the Contractor in the premise of the hospital. The store keeper deployed by the contractor will store all their liveries, materials, equipments in the store room and maintain a computerized record of the stores which shall be opened to inspection by BHEL INSPECTION staff during working hours.

8. Once the housekeeping staff is allotted an area of work he or she will be under supervision of the sister I/C of that area i.e. wards/OPD /stores/ etc. and in addition to the instructions issued by the contractor side they have to follow all instructions and orders given by the sister I/C under guidance of H.O.D of department. All instructions given by Sister I/C should be considered in the scope of work if it is for the benefit of the patients.
9. The Contractor shall:
 - a. Ensure Pest / Animal and Rodent free environment in the premises of BHEL HOSP R.C PURAM
 - b. Provide all items and consumables to their users as per annexure -C if in his scope or collect it for use from sister/c if procured by the hospital
 - c. Ensure that their managers / supervisors are equipped with mobile phones.
 - d. Arrange for a garbage disposal vehicle, and other equipments required for segregation and disposal of waste in a professional manner.
 - e. Provide Hospital Waste management Services when applicable including all equipment, containers, trolleys etc.
 - f. Plan; manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco- friendly manner. The Contractor will arrange for required resources, including manpower, machinery, disposables etc which is used by the housekeeping staff. . The contractor will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.
12. The uniform provided to the workers should be different and distinguish from other categories of the Institute staff with name plate & badges.
13. For any stolen, missing or defective items related to Civil, Electrical or A/C, persons in charge of outsourced facility of respective area shall lodge complaint with the concerned Engineering

staff/section for getting the item replaced or repaired. Otherwise the responsibility lies with the outsourcing agency.

14. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services personnel by services to be rendered to BHEL and shall comply with all relevant labour law as applicable to the area as existing or as may be mentioned during the contract period and shall indemnify BHEL against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which BHEL may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.

15. Materials

Any deviation in the housekeeping tools quality and quantity quoted will invoke penalty as decided by the competent authority. Suitable cleaning, material which will be provided by the hospital will be used.

16. Penalties

The penalties will be imposed on violation of terms and conditions of agreement as per the list given below:

Sr.No.	Description of Irregularities	Penalty
1	If the required workers are less than the minimum required	@ Rs. 200/-per worker /day
2	If the garbage is not lifted as per defined mode & scheduled	@ Rs. 500/-on each failure occasion
3	Staff not in Uniform/ without I Card	@ Rs. 100/-per worker /day
4	If it is found that no action is been taken within One hour after the complaint of Un-clean premises and improper housekeeping	@ Rs. 200/-per complaint
5	Misbehavior by the housekeeping staff to BHEL employee or patient/ patient relative/ visitors.	@ Rs. 500/-per incident
6	Recurring of irregularities given at Sr.No. 1,2,3,4 & 5	Double the penalties amount mentioned in Sr. No. 1 to 5
7	Non availability of Required machines/ tools	Rs 1000.00 per day
8	Absentism of Supervisors	Rs 810 per day per person

Note : In case the agency fails to provide any of equipment tools, tackles & consumables continuously for a period of 15 (fifteen) days, BHEL has the right to purchase the non-available equipment/tools or tackles on the market rates and deduct the cost of same from the contractors bill in addition to the imposition of applicable penalties.

Uniforms of housekeeping staff, I-Cards, Covered trolleys, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the contractor as per requirement.

The contractor shall arrange required number of scrubbing machines with moppers or equivalent for scrubbing of floors. These machines should be available on Saturday, Sunday and Holidays and shall be operated on these days. If machines are not available or put in use on the said days a penalty of Rs. 1,000/- per day may be imposed and recovered from the contractor's monthly bills. The decision of the

competent authority in the Department in this regard shall be final and binding on the contractor and shall not be open to arbitration.

41. All the Tools and materials, viz. Scrubbing machine, trolley, buckets, mugs, pipes, ladders etc. shall have to be transported by the contractor himself. BHEL shall not entertain any extra claim/expenditure on account of these tools and materials.

48. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

49. The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Homocol liquid soap, Harpic, pochha, hand duster, toilet brush, plastic seekh brooms, jail brush, calanzo, platform brush, wiper, soft brooms, surf etc. shall be arranged by the Agency for which he has to quote the consolidated amount in the financial bid under 'consumables' and 'chemicals'. The material being used by the agency would be of superior quality/standard and of prominent brands, like Ecolab, Johnson Taski R1, R2, etc.

51. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety any possible electric shock due to use of water or otherwise.

59. Inspection of Services: - The Competent Authority will carry out inspection of the Services supplied to confirm their conformity to the Contract specifications. The Competent Authority shall be entitled at any time to inspect the services.

65. Hygiene & Other Standards for the staff provided by the Contractor:

1. The Contractor shall employ semi-skilled and unskilled labour to carry out its Services at the required rate of progress and of quality to ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority. The Supervisors/Sanitary Attendants / Hospital Attendants deployed by the firm/contractor should be experienced person with minimum educational qualifications as tenth pass for Sanitary Hospital Attendant and graduation for Supervisors & should be able to read and write in English. Medical attendants for wards should be minimum Inter Vocational/ MPHWS.

5. Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from the date of start of work.

Annexure –B
RESOURCES REQUIREMENT

THE CONTRACTOR HAS TO PROVIDE THE FOLLOWING:

1. Cleaning Materials :

All the cleaning material, soap solutions, room freshners, naphthaline balls, disinfectants, deodorants will be provided by the contractor, and the payment for the same will be reimbursed to the contractor against the submission of original bills of cleaning materials and their consumption report duly certified by BHEL In-charge officer.

2. All dust bins and coloured waste disposable bags will also be provided by the contractor, and the payment for the same shall be reimbursed to contractor against submission of bills of items and their use certified by BHEL Incharge officer.

3. The contractor has to provide all the manpower, equipment's, tools and tackles their accessories /refills pertaining to housekeeping services.

4. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the housekeeping force provided to the hospital, teaching and training for the same has to be done by the contractor. The man and material needed for the management of the housekeeping staff will be the responsibility of the contractor.

5. Minimum number of equipment's, tools tackles etc.to be maintained in the hospital.The number of items given above is to be maintained at site hence the necessary stand by arrangement of equipment materials shall be the contractor's responsibility. any shortage in the above if observed at site the necessary penalties will be imposed.

9. List of machines which we required in sanitation and housekeeping. The list of machines is given below:-

The Housekeeping Department should have the following machines and equipments at the BHEL premises for handling day to day Housekeeping/Cleaning Operations efficiently

SL.NO.	DESCRIPTION	TENTATIVE NOS.REQUIRED	MAKE
1	SCRUBBING MACHINE (SINGLE DISC MACHINE)	03 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
2	HEAVY DUTY AUTO SCRUBBER DRYER	03 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
3	VACCUM CLEANER HEAVY DUTY	04 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
4	HIGH PRESSURE JET	02 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
5	WRINGER TROLLEY	12 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
6	CADDYBUCKET	12 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
7	LADDER ALUMINUM (GHODI TYPE) 24FT X 12 FT	01 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
8	GARBAGE COLLECTION SS	01 NOS	

	TROLLEYS		
9	GLASS CLEANER KIT	03 NOS	Nilisk/Toots/Diversy/Eureka Forbes/Dulevo
10	ADJUSTABLE POOL (11 Meter)	02 NOS	
11	SIGN BOARD	02 NOS	

All the above fixed assets items shall be entered in Housekeeping Department's Stock Register under intimation to the Central Store & Procurement department of BHEL R.C.Puram.

Note: - The above mentions machines are minimum requirement. The contractor shall provide brand new machineries as per the details specified in contract and the machines should be ISO Certified. All the above machines including those provided by contractor should be functional all the time.

7. Essential Ecological Requirements for all the cleaning agency

- Should conform to International Detergent Legislation.
- Should be Phosphate free. Should comply with the voluntary ban of APEDA by all leading international chemical industries.
- Should not be a combustible liquid according to the regulations governing combustible liquids.
-

S. No.	Item to be cleaned	Make
1	Bathroom items	Johnson/Diversy / Taski/ Ecolab/Sutter
2	Rooms offices, items laminated furniture, PC, Marbles, granite floors	Johnson/Diversy / Taski/ Ecolab/Sutter
3	Glass Surfaces	Johnson/Diversy / Taski/ Ecolab/Sutter
4	Wood polish furniture	Johnson/Diversy / Taski/ Ecolab/Sutter
5	Room air fresher (Spray)	Johnson/Diversy / Taski/ Ecolab/Sutter
6	WC urinals	Johnson/Diversy / Taski/ Ecolab/Sutter
7	Bathroom cleaner (Hard water)	Johnson/Diversy / Taski/ Ecolab/Sutter
8	Floor Stripers	Johnson/Diversy / Taski/ Ecolab/Sutter
9	Kota, vinyl, Mosaic tiles – polish	Johnson/Diversy / Taski/ Ecolab/Sutter
10	Marble Floors – Polishing	Johnson/Diversy / Taski/ Ecolab/Sutter
11	Kota and hard floor	Johnson/Diversy / Taski/ Ecolab/Sutter
12	Tiles	Johnson/Diversy / Taski/ Ecolab/Sutter
13	Restorative product for fixture	Johnson/Diversy / Taski/ Ecolab/Sutter
14	Hand soaps	Johnson/Diversy / Taski/ Ecolab/Sutter

8. The consumables are not limited such as buckets, mugs, clip mop, lop web brush, control mob, duster, feather duster, hard broom soft broom floor clinging mops, scrubbing brush, stick broom, WC brush, wipers, upholstery brush, surface cleaner, grease and glass telescopic outside glass cleaners.

ANNEXURE 'C'

LIST OF TENTATIVE CLEANING MATERIALS & AIDS REQUIRED FOR EACH MONTH

Sl. No.	Items	QTY
1	DUST CONTROL REFILL	50 Nos.
2	MOP REFILL	100 Nos.
3	DETERGENT POWDER	35 Kg.
4	VIM POWDER	35 Kg
5	MULTI CLEANER	100 Ltrs.
6	ROOM SPRAY (PREMIUM)	50 Bottles
7	AUTO SPRAY	100 Bottles
8	ODONIL	200 Packets
9	U.CUBES 50 Packets	50 Ltrs
10	NAPHTHA BALLS (1 Kg Pack).	50 Kg
11	SODIUM HYPOCHLORITE	50 Ltrs.
12	CLEANZO/PHYNYL	100 Ltrs.
13	R1 (BATHROOM CLEANER)	100 LTRS
14	R2 (GLASS CLEANER/COLIN)	50 LTRS
15	R4 (FURNITURE CLEANER)	50 LTRS
16	R6 (TOILET CLEANER)	100 LTRS
17	COLIN DESPENSER	50 NOS
18	D-7 (STAINLESS STEEL POLISH)	50 LTRS
19	DETTOL ANTI SEPTIC LIQUID	100 Ltrs.
20	WIZARD LIQUID.	20 Ltrs
21	BROOM SOFT (PHOOL JHADU)	50 Nos.
22	BROOM HARD (BAMBOO/PLASTIC)	50 Nos.
23	COB-WEB CLEANER WITH ATTACHMENT	20 Nos.
24	DUSTING WHITE CLOTH	20 Dzn.
25	DUSTING YELLOW CLOTH FOR COMPUTERS	10 Dzn.
26	HEAVY DUTY TOILET BRUSH	05 Dzn.
27	HEAVY DUTY TOILET CLEANER	20 Ltrs.
28	ACID (FOR CLEARING CHOKING)	20 Ltrs.
29	FLOOR SCRUBBER	05 Dzn
30	ANY OTHER MATERIAL AS PER ACTUAL REQUIREMENT	

The required quantities of cleaning material and aids for the month shall be procured and shall be stored in the store room of Housekeeping Department under safe custody and shall be entered in Housekeeping Department Stock Register under intimation to the Central Store & Procurement department of BHEL Hospital and issue to the Housekeeping staff daily as and when required basis through Supervisors/Managers. The given quantity is tentative which can be decreased or enhanced as per actual requirement.

Covered trolleys, Dustbins, dustpan, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Housekeeping Department to the Housekeeping manpower as required.

Computerized records shall be maintained, which shall be opened to inspection to Central Store & Procurement staff during working hours on any time.

JOB DESCRIPTION OF MEDICAL ATTENDANTS :

- Bed making and receiving of new cases
- Checking Temperature, & blood sugar by Glucometer
- Helping Nurses while giving treatment like IV Fluids and medication
- Helping Nurses during rounds by Doctors in all shifts
- Taking blood samples daily morning & for emergency case in all shifts
- In very sick patients, helping them by wheel chair to toilets specially in AMC, FGW, MMW, MSW
- Taking ECG in emergency, doing dressing in OP, MMW, MSW, Special rooms
- Taking patients on wheelchairs to X-Ray dept. scanning dept. & other dept. & where ever references are there
- Preparation of patients pre-operative
- Shifting of patients to OT, from OT to post op ward, Maty ward, and concerned wards.
- Shifting of patients one ward to another
- Feeding the patients by rules tube in seriously ill patients in AMC, FGW, MMW
- Washing & Packing of dressing trays & instruments & taking them for sterilization to CSSD & brining back to respective wards.
- Packing of dead body and shifting to mortuary
- Carbonization of wards & helping sisters in diet distribution
- Assisting doctors in OPD, while examining streamline the entry of pat. In respective OPD
- Assisting in fast transport of emergency cases from OP to IP
- Shifting of expired medicines from central and dispensing pharmacy for empty condemnation & final disposal
- Collection of cardboard boxes from pharmacy for disposal.

ASSESSMENT OF MEDICAL ATTENDANTS REQUIRED FOR BHEL GENERAL HOSPITAL
(Note: Figures are indicative only)

(Total Figures are indicative only)					
S.No.	Area/Ward	Operation of Shifts	No. of Persons required	Remarks/Skill	
1	Maternity ward	1st, 2nd & 3rd shift	3	Female	SSW
2	FGW, FSW, Pediatrics		4	Female	
3	AMC Ward		3	2-Males,1-Female	
4	SPL, Sharing rooms		3	2-Males,1-Female	
5	MSW(Male Surgical)		3	Male	
6	MMW(Male Medical)		3		
7	POW		3	Male	
8	Operation Theatre	General shift	1	Male	
9	OPD-Emergency/ Injection room/ Observation room	1st, 2nd & 3rd shift	3	Female	

10	Wheeling of Patients		4	Male	USW
11	FMC	1st, 2nd & 3rd shift	3	Male	SSW
12	OHS	General shift	1	Male	SSW
13	MIG Dispensary		1	Male	USW
14	OPD-Gynaecology		2	Female	USW
15	OPD-ENT, Dental & Opthamology, PAC		1	Male	USW
16	OPD-Radiology (Sonology)		1	Female	SSW
17	OPD GF(assisting all doctors)		1	Male	USW
18	OPD FF(assisting all doctors)		1	Male	USW
Total number of Medical Attendants required :			41		

JOB DESCRIPTION ACTIVITIES OF HOUSE KEEPING&SANITATION WORKERS:

- Cleaning services required on weekly basis 24 x 7
- Dry Cleaning / sweeping / washing / mopping with disinfectants cleaners of all floors in IP
- Cleaning & disinfecting on Vitreous fixtures including toilets, Bowls, urinals, sinks, toilet seats, containers etc.
- Cleaning, dusting, scrubbing of pantries, committee rooms, conference halls, MS Room etc.
- Dusting of computer systems & their peripherals, doors, windows, furniture & fixtures, equipment, accessories etc. Cleaning of all window glasses, grills, panes, venetian blinds, curtains etc.
- Cleaning, dusting of floors, walls, ceilings in consultation rooms (OP & IP), Corridors.
- Cleaning of surrounding roads, foot paths, between building & boundary, cleaning open drains as per instructions.
- Cleaning of baskets / bins, proper collection, mechanized screening, segregation of dry & wet garbage in ear marked area.
- Proper segregation, transport & disposal of biodegradable & non – biodegradable garbage.
- Proper collection, using standard method laid down in colour coded garbage bins in specified colour coded bags properly sealed, weighed & checked & disposed at authorized sites.
- Assisting / shifting of patients from one ward to another, washing of instruments, packing of trays for sterilization, bed making, carbolisation of wards and assisting doctors in all OP and assisting the sisters in carrying out treatment.

S.No.	Location	Covering space	No of Toilets	Indicative Manpower
	OPD - GF	Room area	3- Toilets	18
1		Corridor area		
		Room area adjacent		
		Ramp area		
2	OPD-FF	Room area	2-Toilets	
		Corridor area		
		Ramp area		
3	ISOLATION BLOCK	Block area	4-Toilets	
		Ramp area		
4	KITCHEN BLOCK	Block area		
5	AMBULANCE PARKING	open area		
6	WORKERS ROOM	Block area		
7	OPD TO WARDS AREA	Corridor area		
8	PATHOLOGY DEPT	Block area	2-Toilets	
		Rooms area		
9	OPERATION THEATRE	Block area	3-Toilets	
		Special rooms b/w MMW & OT		
		Corridor area (Pathology & OT)		
10	CONFERENCE HALL	Block area		
11	ENT AREA	Block area		
		Corridor area		
12	DENTAL & EYE AREA	Block area		
		Corridor area		
13	MEDICAL STORES	Block area	1-Toilet	
		Corridor area(stores to xray area)		
14	X-RAY & SCANING AREA	Block area	2-Toilets	
		Corridor area		
15	PHYSIOTHERAPY AREA	Block area	1-Toilet	
16	MS OFFICE	Block area	2-Toilets	
		Corridor area		
17	POST OPERATIVE WARD	Block area	1-Toilet	
		Corridor area		
18	REFERAL/NEC BILLS	Block area	1-Toilet	

	AREA	Special room		
		Corridor area		
19	PURCHASE AREA	Block area	2-Toilets	
		Corridor area		
20	MALE WARD	Block area	2-Toilets	
		Corridor area		
21	FEMALE WARD	Block area	2-Toilet	
		Corridor area		
22	MATERNITY AREA	Delivery suite area	6-Toilets	
		Corridor area		
		Maternity block		
		Rooms area		
		Corridor area		
23	OPPOSITE TO KITCHEN	Corridor area		
24	MALE SURGICAL WARD	Block area	2-Toilets	
		Corridor area		
		Dining area		
25	SPECIAL ROOMS	Block area	9-Toilets in 9 Rooms	
		Corridor area		
		Nurse room		
26	AMC WARD	ICU block area	2-Toilets	
		Corridor area		
		Nurse room		
27	ROOMS AT AMC AREA	Surgical rooms etc	1-Toilet	
		Corridor area	2-Toilets in 2 Rooms	
28	GENERAL DMO ROOM		1-Toilet	
29	SURGICAL DMO ROOM		1-Toilet	
30	BURNS ROOM		1-Toilet	
31	EYE ROOM		1-Toilet	
32	NS OFFICE		1-Toilet	
33	NURSE CHANGING ROOM		1-Toilet	
34	ENDOSCOPY ROOM		1-Toilet	
35	TIME KEEPER ROOM		1-Toilet	
36	OPEN AREAS	Road-Entry road to Ambulance area	General Shift	4
		Road-Ambulance area to Kitchen		
		Road-Towards exit gate		

		Road-Miscellaneous		
		Parking area-bykesheds(3@entry)		
		Parking area-cars(concreted@entry)		
		Parking area-beside workers room		
		Parking area-car sheds		
		Old parking area-beside ambulance area		
		Area b/w OPD entrance & ambulance parking		
		Area beside OPD FF ramp		
		Road towards New casualty area		
		Open area along new casualty road & bldg		
		Open area along new casualty road & compound wall		
		Area at new casualty entrance & b/w compound wall		
		Area near Mortuary & kitchen		
37	Inside Hospital	FMC	1st, 2nd & 3rd shift	3
38		OHS	General shift	1
39		MIG DISPENSARY	General shift	1
40		GARBAGE REMOVAL(Biomedical waste from wards))	1st & 2nd shift	4
41		MORTUARY	General shift	1
42		Cleaning of 126 Nos. Wash basins (75 wash basins cleaning/person/day)	General shift	2
43		Gardening area(5000sq.m approx.)	General shift	2
44		Medical stores(including Pharmacy)	General shift	1
45		Serving food to patients in wards	1st,2nd shift	2
		Total		39