

**U.T. Administration of
Dadra & Nagar Haveli and Daman& Diu
Department of Health and Family Welfare**

No. DMHS/NAM/O&M/Ayurvedic Hospital-Pati/2026-27/98/35

Date: 24.10.2026

Tender Notice/Notice Inviting Tender (NIT)

The Department of Health & Family Welfare, DNH & DD on behalf of President of India, invites online tender on <https://dnhtenders.gov.in/nicgep/app> from the Service Provider for Operationalization & maintenance of 100 bedded Ayurvedic Hospital, Pati, DNH by providing services such as Dietary services, Laundry services, Housekeeping services, Landscaping/ Gardening services and Online bookings management.

Sr. No.	Particulars	Tender Fees	(E.M.D.) Earnest Money Deposit
1.	Operationalization & maintenance of 100 bedded Ayurvedic Hospital, Pati, DNH by providing services such as Dietary services, Laundry services, Housekeeping services, Landscaping/ Gardening services and Online bookings management.	Rs. 25,000/-	Rs. 5,00,000/-

Bid document downloading Start Date	:	24.10.2026
Bid document downloading End Date	:	07.11.2026, 10:00 Hrs.
Last Date & Time for receipt of Bid	:	07.11.2026, 11.00 Hrs.
Preliminary Stage Bid Opening Date	:	07.11.2026, 11.30 Hrs.
Technical Stage Bid Opening Date	:	07.11.2026, 10.30 Hrs.

Bidders have to submit Technical Bid and Price Bid in Electronic format only on <https://dnhtenders.gov.in/nicgep/app> website till the last date and time for submission. Technical Bid and Price Bid in Physical format shall not be accepted in any case. All documents uploaded/scanned must be legible and readable

Bid submission should be done along with Tender Fees & EMD in original by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of “**In-charge Central Procurement Branch, Room No. 3, 1st Floor, Building No. 5, PWD Campus, Silvassa-396230**”, as per Rule 170 of the General Financial Rules (GFR), 2017. However, Tender Inviting Authority shall not be responsible for any postal delay. Tenders can be downloaded from <https://dnhtenders.gov.in/nicgep/app> and www.dnh.nic.in

1. The Tender Fees & EMD should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of DD/Bankers Cheque of any Nationalized or Scheduled Bank of India payable at Daman in favour of “**DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC**”. The Tender Fees will be Non-Refundable.
3. The EMD will be accepted in form FDR from any Commercial Banks in an acceptable form payable at Daman in favour of the “**DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC**”.
4. The **EMD** will be valid for a period of **06-month**.
5. Bids must be submitted through the e-procurement portal only; manual or offline bids shall not be accepted as per Rule 160 of the General Financial Rules (GFR), 2017.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: cppo-nic[at]nic[dot]in, Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: <https://dnhtenders.gov.in/nicgep/app>

Sd/-
In-charge,
Central Procurement Branch
DNH&DD
E-mail Id: cpbdnhdd@gmail.com

Copy to:-

- 1) The I.T. Department, DNH&DD with a request to publish in Website.
- 2) Mission Director (NAM)/ Director, Medical & Health Services, DNHDD.



U.T. ADMINISTRATION OF DADRA & NAGAR HAVELI AND DAMAN & DIU,



**National AYUSH Mission
Department of Health and Family Welfare, DNH & DD**

Request for Proposal

for

**Selection of agency for Operationalization and Maintenance of 100- Bedded Ayurvedic Hospital,
Pati**

Ref No. DMHS/ NAM/O&M/Ayurvedic Hospital- Pati/2026-27

*O/o Director
Medical & Health Services, DNH & DD
4th Floor Vidhyut Bhawan (Secretariat), Kachigam
Daman- 396 215*

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CHAPTER – 1
NOTICE INVITING TENDER

On behalf of the President of India, the Director of Medical and Health Services, the Department of Health and Family Welfare, U.T. Administration of Dadra & Nagar Haveli and Daman & Diu, invites Proposals from the Company/ firms for the following works:

Sr. No	Name of Work & Location	RFP/Tender Fee	EMD
1	Selection of agency for operationalization and maintenance of 100- Bedded Ayurvedic Hospital at Pati, DNH.	Rs. 25,000/-	Rs. 5,00,000/- (Mandatory)

Note: All details are available in RFP at www.dnhtenders.gov.in

1.	Bid Due Date	07.11.2026
2.	Opening of Technical Bids	07.11.2026

Sd/-
In-charge(CPB)
DNH &DD

CHAPTER – 2

Introduction

The proposed Ayurvedic Hospital at Pati is a 100-bedded healthcare facility being established under the Medical & Public Health Department, DNH & DD with modern infrastructure and specialized Ayurvedic treatment facilities for providing holistic healthcare services to the public. The hospital is envisioned as an integrated healthcare and wellness centre equipped with OPD services, IPD wards, Panchakarma units, operation theatres/procedure rooms, therapy rooms, diagnostic facilities, pharmacy, kitchen, administrative blocks, and allied healthcare infrastructure.

The hospital aims to deliver quality Ayurvedic healthcare services with emphasis on patient care, cleanliness, infection prevention, nutrition, therapeutic healing environment, and efficient hospital management.

Considering the specialized nature of Ayurvedic treatments involving medicated oils, herbal formulations, Panchakarma procedures, and continuous patient care activities, the hospital requires dedicated and professionally managed support services for maintaining operational efficiency and healthcare standards. The smooth functioning of the hospital necessitates uninterrupted availability of housekeeping, laundry, dietary, online bookings management and landscaping services on a round-the-clock basis.

In order to ensure proper maintenance of the hospital premises, hygiene and sanitation, dietary management, linen handling, waste management support, and upkeep of green areas, it is proposed to engage specialized agencies for providing support services on an outsourcing basis. The outsourcing arrangement is justified due to the manpower-intensive and continuous nature of these services, which are critical for maintaining quality healthcare standards and uninterrupted hospital operations.

The scope of outsourced services shall broadly include Diet Services, Laundry & Linen Management Services, Housekeeping & Sanitation Services, Landscaping/Gardening Services and online bookings on hospital website. The selected service provider shall be responsible for deployment of trained manpower, provision of necessary equipment and consumables, operational management, and delivery of services in accordance with prescribed healthcare standards, statutory provisions, infection control protocols, and directions issued by the hospital administration from time to time.

The outsourcing of these essential support services is expected to ensure efficient hospital operations, improved patient satisfaction, adherence to hygiene and safety standards, better maintenance of infrastructure, effective utilization of resources, and creation of a clean and healing environment within the Ayurvedic Hospital & Wellness Centre at Pati.

CHAPTER – 3

SCOPE OF WORK

The selected agency shall provide comprehensive outsourced support services for operationalization and maintenance of the 100-bedded Ayurvedic Hospital at Pati including Diet Services, Laundry & Linen Management Services, Housekeeping & Sanitation Services, Landscaping/Gardening Services, and online bookings on hospital website. The scope of work shall include deployment of trained and experienced manpower, provision of necessary equipment, machinery, tools, consumables, and supervision for ensuring uninterrupted and efficient service delivery in accordance with prescribed healthcare standards and statutory norms. The agency shall be responsible for preparation and supply of hygienic and patient-specific meals; collection, washing, disinfecting, ironing, storage, and distribution of hospital linen including Panchakarma linen contaminated with medicated oils; round-the-clock security and surveillance of hospital premises; comprehensive cleaning, sanitation, infection control, biomedical waste handling support, and maintenance of hygiene in all hospital areas; and upkeep, beautification, and maintenance of gardens, lawns, herbal gardens, pathways, and green areas within the hospital campus. The agency shall ensure compliance with food safety standards, infection control protocols, labour laws, biomedical waste management rules, safety regulations, and directions issued by the hospital administration from time to time. The outsourced services shall be delivered in a professional, patient-centric, hygienic, safe, and environmentally responsible manner to ensure smooth functioning of the hospital, patient safety, operational efficiency, and maintenance of a clean and healing healthcare environment.

Detailed Scope of Work for Diet Services

A. General Scope

The selected agency is permitted to utilize the department kitchen, pantry and allied equipments on the payment of monthly rent as may be prescribed by the department within the 100-bedded Ayurvedic Hospital at Pati for providing dietary services at its own cost and responsibility. The agency may collect charges from patients, attendants, visitors, and other authorized persons for such services at market-based rates. Any revenue generated from this service may be retained by the agency. The agency shall offset its operational expenditure through revenue generated from dietary and laundry services utilizing the rented facilities and infrastructure provided by the Department, thereby enabling bidders to quote more competitive rates for the overall operation, management, and maintenance services during the bidding process. In case the Department makes provisions for patients belonging to the Economically Weaker Section (EWS) for DNH & DD, the agency shall provide food to such beneficiaries free of cost as per the directions of the Department and no extra cost should be charged by the agency to the department.

B. Preparation and Supply of Meals

The agency shall prepare and supply meals strictly as per approved diet charts, nutritional requirements,

and schedules prescribed by Medical Officers and Dietitians. The services shall include preparation and distribution of early morning beverages, breakfast, lunch, evening tea/snacks, dinner, and special bedtime diets wherever prescribed. The agency shall also provide therapeutic and customized diets including Ayurvedic therapeutic diets, diabetic diets, liquid and semi-solid diets, low salt diets, post-operative diets, and other special diets as advised for patients. In addition, the agency shall make arrangements for emergency meals and additional dietary requirements during emergencies, wellness activities, health camps, or disaster situations. The diet plan shall be indicative and subject to modification based on clinical assessment and guidelines of Traditional Food Recipes issued by the Ministry of AYUSH, Government of India.

C. Kitchen Operations & Management

The agency shall operate and manage the hospital kitchen and pantry services on all days including Sundays and public holidays. The agency shall ensure proper cleaning, sanitization, ventilation, pest control, and maintenance of kitchen premises and storage areas. Separate sections shall be maintained for raw food handling, cooking, and serving activities to prevent contamination. The agency shall maintain uninterrupted supply of cooking gas, ensure safe handling of LPG systems, and maintain proper storage facilities for dry ration, vegetables, dairy products, and cooked food items. Inventory management practices including FIFO (First in First Out) system shall be followed to maintain food quality and minimize wastage.

D. Food Quality & Safety Standards

The agency shall ensure preparation of food using fresh, standard-quality, and hygienic ingredients procured from approved sources. All activities related to food preparation, cooking, storage, transportation, and serving shall comply with FSSAI norms and food safety regulations. The agency shall ensure use of safe drinking water for cooking purposes, hygienic washing of vegetables and utensils, maintenance of nutritional value of food, and proper preservation of food samples as per prescribed norms. Under no circumstances shall stale, expired, adulterated, or substandard food items be used in the hospital kitchen.

E. Meal Distribution & Serving

The agency shall distribute meals ward-wise/ room- wise and patient-wise as per prescribed diet charts in coordination with Nursing Staff and Dietitians. Meals shall be supplied within prescribed timelines and as and when required using covered and hygienic transportation trolleys or containers while maintaining proper serving temperature and food quality. The agency shall ensure proper discipline, hygiene, and patient-sensitive behavior during meal distribution and shall also collect used utensils and trays after completion of meal service. Care shall be taken to avoid any mismatch in diet supply to patients.

F. Cleaning & Sanitation

The agency shall maintain high standards of cleanliness and sanitation within the kitchen, pantry, storage areas, and dining/service areas. All cooking utensils, trays, equipment, storage containers, and working platforms shall be cleaned and sanitized regularly. The agency shall ensure proper disposal of kitchen waste, cleaning of drainage systems, periodic deep cleaning of kitchen premises, and implementation of pest control measures in coordination with the hospital administration. Proper hygiene practices shall be followed at all times to prevent contamination and infection.

G. Manpower Requirement

The agency shall deploy adequate trained and experienced manpower for smooth functioning of dietary services including Cooks, Assistant Cooks, Executive Chef, Kitchen Helpers, Pantry Attendants, Food Distribution Staff, and Cleaning Staff. All deployed personnel shall be medically fit, properly trained in food safety and hygiene practices, and shall wear prescribed uniforms, gloves, caps, masks, and aprons during duty hours. Periodic health checkups of deployed staff shall be conducted by the agency.

H. Equipment & Consumables

The agency shall maintain all the provided kitchen equipment, utensils, and consumables necessary for smooth operation of dietary services. This shall include cooking ranges, LPG systems, refrigerators, deep freezers, water purifiers, food warmers, stainless steel utensils, storage racks, food transportation trolleys, and cleaning materials. The agency shall ensure regular maintenance and proper functioning of all equipment and replace defective items promptly.

I. Records & Documentation

The agency shall maintain all necessary records and registers related to dietary services including daily meal preparation records, patient diet charts, stock registers of raw materials, kitchen cleaning logs, refrigerator temperature records, food sample preservation records, attendance registers of deployed staff, and complaint registers. All records shall be produced before the hospital administration whenever required for inspection or monitoring purposes.

J. Performance Standards

The agency shall ensure timely preparation and distribution of meals, maintenance of hygienic kitchen operations, adherence to prescribed dietary standards, and prompt redressal of complaints related to food quality or service delivery. The agency shall maintain high standards of cleanliness, safety, and discipline and ensure that no food contamination or food poisoning incidents occur within the hospital premises. The overall objective shall be to maintain efficient dietary services and high levels of patient satisfaction.

Detailed Scope of Work for Laundry & Linen Management Services

A. General Scope

The agency shall provide complete laundry and linen management services for the hospital including collection, segregation, transportation, washing, drying, ironing, folding, packing, storage, inventory management, and distribution of all hospital linen items while maintaining prescribed hygiene and infection control standards. Considering the Ayurvedic nature of treatments involving medicated oils, herbal preparations, Panchakarma procedures, and therapy applications, the agency shall adopt specialized laundering methods and handling procedures for oil-contaminated and therapy-related linen to ensure cleanliness, durability of linen, and prevention of cross-contamination within the hospital premises. Any revenue generated from laundry services shall be retained by the agency as per terms of the agreement. Space for washing, drying, ironing, etc. to be managed by the agency on its own cost.

B. Linen Items Covered

The scope of laundry services shall include handling, processing, and management of all washable hospital linen items including bed sheets, pillow covers, blankets, patient gowns, towels, curtains, OT linen, procedure room linen, Panchakarma drapes and linen, therapy towels and cloths, staff uniforms, mattress covers, reusable cloth items, kitchen linen, and cleaning cloths. The agency shall ensure adequate availability and proper maintenance of all linen items required for smooth functioning of hospital services.

C. Collection of Soiled Linen

The agency shall collect soiled linen from all wards, Panchakarma units, operation theatres, therapy rooms, laboratories, procedure rooms, and other hospital areas on scheduled intervals and as required. Covered, leak-proof, and hygienic trolleys shall be used for transportation of soiled linen to prevent contamination and spillage. The agency shall ensure proper segregation of infected, non-infected, blood-stained, and heavily contaminated linen at the point of collection and maintain ward-wise records of collection and movement of linen items.

D. Washing & Processing

The agency shall undertake washing and processing of hospital linen using industrial laundry equipment and approved detergents, disinfectants, and stain-removal chemicals. Special care shall be taken for removal of medicated oil stains, herbal residues, and Panchakarma-related contamination from linen. The agency shall ensure proper disinfection, hygienic drying, ironing, folding, and packing of linen before distribution. All processed linen supplied to hospital departments shall be clean, odor-free, stain-free, and suitable for immediate use by patients and staff.

E. Specialized Panchakarma Linen Handling

The agency shall maintain separate washing and processing arrangements for Panchakarma and therapy-related linen contaminated with medicated oils and herbal preparations. Specialized detergents, degreasing agents, and washing cycles suitable for Ayurvedic therapy linen shall be used to remove oil residues effectively without damaging fabric quality. The agency shall ensure prevention of cross-contamination between Panchakarma linen and general hospital linen and maintain proper safety measures while handling heavily oil-contaminated cloth materials.

F. Distribution of Clean Linen

The agency shall ensure timely distribution of clean linen to all hospital wards, departments, Panchakarma units, operation theatres, and other service areas on daily basis and during emergency situations whenever required. Ward-wise linen stock shall be maintained to ensure uninterrupted availability of clean linen at all times. The agency shall maintain adequate buffer stock and immediately replace damaged, torn, or unusable linen to avoid disruption in patient care services.

G. Linen Inventory Management

The agency shall maintain proper inventory management systems for all hospital linen items including maintenance of linen stock registers, issue and return records, department-wise linen movement registers, and condemned linen records. Periodic linen audits shall be conducted to monitor availability, usage, losses, and pilferage of linen items. The agency shall take necessary measures for minimizing losses and ensuring accountability in linen handling and distribution.

H. Hygiene & Infection Control

The agency shall strictly follow infection prevention and control protocols prescribed by the hospital administration while handling hospital linen. Separate clean and dirty zones shall be maintained within laundry areas to prevent contamination. Laundry workers shall use appropriate PPE kits including gloves, masks, aprons, and protective footwear while handling infected and contaminated linen. The agency shall ensure regular sanitization of laundry premises, machines, trolleys, and storage areas and ensure safe disposal of unusable contaminated linen as per applicable guidelines.

I. Records & Reporting

The agency shall maintain all records and documentation related to laundry operations including daily laundry processing records, linen issue and return registers, inventory records, machine maintenance logs, complaint registers, infection control records, manpower attendance records, and departmental linen distribution registers. All records shall be produced before the hospital administration for inspection, monitoring, and audit purposes whenever required.

J. Performance Standards

The agency shall ensure daily collection and timely distribution of clean linen to all hospital areas without interruption. All linen supplied shall be clean, hygienic, stain-free, odor-free, and properly ironed and packed. The agency shall maintain prescribed hygiene and infection control standards at all times and ensure prompt response to emergency linen requirements and complaints. Efficient turnaround time, proper inventory management, uninterrupted availability of linen, and maintenance of overall quality standards shall be ensured throughout the contract period.

Detailed Scope of Work for Housekeeping & Sanitation Services

A. General Scope

The agency shall provide comprehensive housekeeping, cleaning, sanitation, and infection control support services for the entire hospital premises on round-the-clock basis to maintain a clean, hygienic, safe, and infection-free healthcare environment. The scope of work shall include deployment of trained manpower, provision of cleaning equipment, machinery, disinfectants, consumables, supervision, and maintenance of prescribed standards of cleanliness in all clinical, non-clinical, administrative, and external areas of the hospital. The agency shall ensure compliance with infection prevention protocols, biomedical waste handling guidelines, safety norms, and directions issued by the hospital administration from time to time.

B. Areas Covered Under Housekeeping Services

The housekeeping services shall cover all areas of the hospital campus including OPD blocks, IPD wards, Panchakarma units, therapy rooms, operation theatres/procedure rooms, laboratories, pharmacy, nursing stations, consultation rooms, diagnostic areas, administrative offices, reception areas, waiting halls, corridors, staircases, lifts, washrooms, utility areas, kitchen surroundings, store rooms, conference halls, parking areas, pathways, terraces, drainage surroundings, swimming pool and its surroundings, open spaces, and all external premises within the hospital campus. The agency shall ensure regular cleaning and maintenance of all internal and external areas to maintain hygiene and patient comfort.

C. Routine Cleaning & Housekeeping Activities

The agency shall undertake routine cleaning activities including sweeping, wet mopping, scrubbing, dusting, vacuum cleaning, wiping, and sanitization of floors, walls, furniture, fixtures, windows, doors, railings, counters, equipment surfaces, and all other accessible areas. Patient care areas, nursing stations, therapy rooms, waiting areas, and administrative offices shall be cleaned multiple times daily as per prescribed schedules. Special attention shall be given to removal of oil stains, herbal residues, and slippery surfaces caused due to Panchakarma therapies and Ayurvedic treatment procedures.

D. Cleaning & Sanitization of Patient Care Areas

The agency shall ensure thorough cleaning and sanitization of all patient care areas including wards, consultation rooms, Panchakarma units, therapy rooms, dressing rooms, procedure rooms, and operation theatres using approved disinfectants and cleaning materials. High-touch surfaces such as beds, side tables, switches, door handles, railings, wheelchairs, stretchers, and patient furniture shall be disinfected frequently to prevent hospital-acquired infections. The agency shall ensure maintenance of proper hygiene standards in all patient treatment and recovery areas.

E. Washroom & Toilet Cleaning

The agency shall ensure continuous cleanliness and sanitization of all patient, staff, and public toilets and washrooms within the hospital premises. Cleaning activities shall include washing of floors and walls, cleaning of wash basins, urinals, commodes, mirrors, fittings, and drainage points using disinfectants and deodorizing agents. The agency shall ensure availability and replenishment of consumables such as liquid soap, handwash, tissue paper, air fresheners, and other hygiene materials. Toilets shall be inspected and cleaned at regular intervals throughout the day.

F. Operation Theatre & Panchakarma Area Cleaning

The agency shall provide specialized cleaning and sanitization services for operation theatres, procedure rooms, Panchakarma therapy rooms, and related clinical areas in accordance with infection control standards. The scope shall include cleaning and disinfection of OT tables, therapy tables, procedure equipment surroundings, floors, walls, and air handling areas before and after procedures. Panchakarma units shall be cleaned carefully to remove medicated oils, herbal residues, and slippery substances to maintain hygiene and patient safety.

G. Providing Toiletry and Hygiene items:

All toiletry and hygiene items required in patient and staff bathrooms/toilets, including liquid hand wash, soap, body wash, shampoo, conditioner, body lotion, dental kit, sanitary disposal bags, disposable napkins, toilet paper, tissue paper, air fresheners, naphthalene balls, deodorizer blocks, and other related consumables, shall be supplied, replenished, and maintained regularly by the service provider at its own cost to ensure uninterrupted availability and proper hygiene standards at all times. All such toiletry items and consumables shall bear the branding/logo/name of the Ayurvedic Hospital as approved by the Department. The service provider shall quote rates inclusive of all costs towards procurement, packaging, printing, labeling, branding, transportation, replenishment, and other incidental charges related to the supply and maintenance of branded toiletry items.

H. Biomedical Waste Handling Support

The agency shall provide support for segregation, collection, transportation, and temporary storage of biomedical waste as per Biomedical Waste Management Rules and hospital protocols. Color-coded bins, liners, and waste collection systems shall be maintained in all designated areas. The agency shall ensure safe handling of biomedical waste, cleaning and disinfection of waste collection points, and transportation of waste to designated storage areas without spillage or contamination. Housekeeping staff engaged in waste handling shall use prescribed PPE kits at all times.

I. Maintenance of swimming pool

The agency shall be responsible for comprehensive cleaning, upkeep, and routine maintenance of the swimming pool area under housekeeping services at the hospital/wellness centre premises. The scope of work shall include daily cleaning of the pool water surface, pool deck, changing rooms, shower areas, filtration areas, drains, and surrounding premises to maintain proper hygiene and safety standards. The agency shall deploy adequately trained manpower for removal of floating debris, algae, dust, and other contaminants from the pool and adjoining areas on a regular basis. The agency shall also ensure maintenance of water quality parameters as per prescribed health and safety standards through regular testing and appropriate treatment of pool water, including chlorination, pH balancing, and use of approved cleaning chemicals. Cleaning and backwashing of filters, inspection of pumps, pipelines, underwater lights, ladders, and other pool equipment shall be carried out periodically to ensure smooth functioning of the swimming pool system. Proper records of pool cleaning schedules, chemical usage, water testing reports, and maintenance activities shall be maintained by the agency and produced before the hospital administration for inspection whenever required. The agency shall ensure that the swimming pool and surrounding areas remain hygienic, safe, odor-free, and fit for use at all times, and any defect, leakage, malfunction, or safety hazard noticed during routine maintenance shall be immediately reported to the concerned authority for necessary corrective action.

J. Deep Cleaning & Specialized Cleaning Services

The agency shall undertake periodic deep cleaning and specialized cleaning activities including machine scrubbing, floor polishing, stain removal, glass cleaning, high dusting, cobweb removal, upholstery cleaning, curtain cleaning, mattress sanitization, and cleaning of ceilings, fans, exhaust systems, and air vents. Mechanized cleaning equipment shall be used wherever necessary to maintain cleanliness standards and improve operational efficiency. Deep cleaning schedules shall be prepared and implemented in coordination with the hospital administration.

K. Infection Prevention & Control Measures

The agency shall strictly follow infection prevention and control protocols prescribed by the hospital administration. Regular disinfection of high-touch surfaces, spill management, isolation area cleaning, and

sanitization of patient care equipment surroundings shall be carried out using approved disinfectants. The agency shall ensure proper use of PPE kits, hand hygiene practices, and training of housekeeping staff in infection control measures. All cleaning and sanitization activities shall be conducted in a manner that minimizes risk of cross-contamination and hospital-acquired infections.

L. External Area Cleaning & Maintenance

The agency shall maintain cleanliness of all external areas including roads, pathways, parking areas, entrances, boundary surroundings, drainage areas, terraces, and open spaces within the hospital campus. The scope shall include sweeping, garbage collection, removal of debris, cleaning of drains, and maintenance of cleanliness around utility areas and waste storage locations. The agency shall ensure that the hospital campus remains clean, safe, and aesthetically maintained at all times.

M. Equipment, Machinery & Consumables

The agency shall provide all necessary cleaning machinery, tools, consumables, and disinfectants required for housekeeping operations including floor scrubbing machines, vacuum cleaners, wet and dry mops, high-pressure jet machines, trolleys, buckets, dustbins, cleaning cloths, disinfectants, detergents, toilet cleaners, air fresheners, garbage bags, PPE kits, and other related materials. All equipment shall be maintained in proper working condition and replaced promptly whenever required.

Note: - All the materials and manpower required for the Housekeeping Services and Maintenance shall be supplied by the Service Provider / Agency and its costs shall be included in the rate quoted.

N. Manpower Requirement

The agency shall deploy adequate trained and experienced manpower including Housekeeping Supervisors, Housekeeping Attendants, Machine Operators, Waste Handlers, and Female Housekeeping Staff for female wards and washrooms. All deployed personnel shall wear prescribed uniforms and PPE kits, maintain discipline and hygiene, and shall be trained in hospital housekeeping procedures, infection control practices, biomedical waste handling, patient-sensitive behavior, and safety protocols. Periodic health checkups of deployed staff shall be conducted by the agency.

O. Records & Documentation

The agency shall maintain proper records related to housekeeping operations including cleaning schedules, duty rosters, attendance registers, area-wise cleaning logs, toilet inspection records, biomedical waste handling records, complaint registers, deep cleaning records, equipment maintenance logs, and inventory records of consumables and cleaning materials. All records shall be submitted to the hospital administration for inspection and monitoring whenever required.

P. Performance Standards

The agency shall ensure maintenance of high standards of cleanliness, sanitation, hygiene, and infection control in all hospital areas at all times. There shall be no accumulation of waste, foul smell, dust, stains, or unhygienic conditions within the hospital premises. Complaints related to housekeeping services shall be attended promptly and rectified within prescribed timelines. The agency shall ensure uninterrupted housekeeping services, proper supervision of staff, compliance with hospital protocols, and maintenance of a clean, safe, and patient-friendly healthcare environment throughout the contract period.

Detailed Scope of Work for Landscaping/Gardening Services

A. General Scope

The agency shall provide comprehensive landscaping, gardening, horticulture, and beautification services for the entire hospital campus of the 100-bedded Ayurvedic Hospital at Pati. The scope of work shall include maintenance and upkeep of lawns, gardens, herbal gardens, plantations, pathways, open spaces, decorative plants, trees, and all green areas within the hospital premises to create a clean, green, healthy, and aesthetically pleasing healing environment for patients, visitors, and hospital staff. The agency shall deploy trained manpower, provide required gardening tools, equipment, consumables, and ensure regular maintenance of all landscaped and horticultural areas in accordance with directions issued by the hospital administration from time to time.

B. Maintenance of Lawns & Green Areas

The agency shall undertake regular maintenance of all lawns, grass patches, landscaped areas, and open green spaces within the hospital campus. The scope shall include lawn mowing, trimming, leveling, watering, grass cutting, removal of weeds, soil conditioning, fertilization, and maintenance of healthy growth of grass and plants. The agency shall ensure that all lawns and green areas remain neat, clean, green, and properly maintained throughout the year.

C. Maintenance of Herbal & Medicinal Gardens

Considering the Ayurvedic nature of the hospital, the agency shall maintain herbal and medicinal plant gardens within the campus. The scope shall include plantation, nurturing, watering, pruning, labeling, preservation, and upkeep of medicinal plants and herbal species used for Ayurvedic awareness and therapeutic environment. The agency shall ensure healthy maintenance of herbal gardens and replacement of damaged or dried medicinal plants whenever required.

D. Plantation & Beautification Activities

The agency shall carry out seasonal plantation and beautification activities within the hospital premises to improve aesthetics and environmental quality. The scope shall include plantation of flowering plants,

ornamental plants, shrubs, decorative hedges, indoor plants, seasonal flowers, avenue trees, and other horticultural elements in consultation with the hospital administration. The agency shall ensure proper arrangement and maintenance of decorative planters and beautification features at entrances, pathways, waiting areas, and designated locations within the campus.

E. Watering & Irrigation

The agency shall ensure regular watering and irrigation of all lawns, gardens, potted plants, trees, and herbal plantations through suitable irrigation methods. Proper watering schedules shall be maintained depending upon seasonal requirements and climatic conditions. The agency shall ensure prevention of water stagnation and wastage while maintaining adequate moisture for healthy growth of plants and lawns. Maintenance of irrigation lines, water pipes, sprinklers, and allied systems shall also be carried out by the agency.

F. Pruning, Trimming & Tree Maintenance

The agency shall undertake regular pruning, trimming, shaping, and maintenance of hedges, shrubs, bushes, ornamental plants, and trees within the hospital campus. Dry branches, damaged plants, overgrown vegetation, and unsafe tree branches shall be removed promptly to maintain safety, cleanliness, and visual appeal of the premises. The agency shall ensure proper growth and maintenance of all horticultural elements through scientific gardening practices.

G. Weed Removal & Pest Control

The agency shall regularly remove weeds, wild grass, dry leaves, and unwanted vegetation from all landscaped areas, pathways, lawns, drains, and open spaces. Suitable horticulture pest control measures shall be undertaken to protect plants, lawns, and trees from insects, pests, fungal growth, and diseases without causing environmental or public health hazards. Eco-friendly fertilizers, pesticides, and plant protection methods shall preferably be used.

H. Cleaning & Upkeep of Outdoor Areas

The agency shall maintain cleanliness of gardens, pathways, parks, seating areas, open spaces, and landscaped surroundings within the hospital campus. The scope shall include removal of dry leaves, fallen branches, garden waste, litter, debris, and cleaning of outdoor horticulture areas on regular basis. The agency shall ensure that all outdoor areas remain clean, safe, and aesthetically maintained at all times.

I. Garden Waste Management

The agency shall collect, segregate, and dispose of garden waste generated from gardening and landscaping activities including dry leaves, grass clippings, plant waste, branches, and weeds. The agency

shall ensure environmentally safe disposal of horticulture waste and may undertake composting activities wherever feasible and permitted by the hospital administration.

J. Maintenance of Pathways & Landscaping Infrastructure

The agency shall maintain pathways, garden edges, decorative structures, flower beds, plant containers, irrigation channels, fencing around gardens, and other landscaping infrastructure within the hospital campus. Minor repairs and upkeep related to gardening infrastructure shall be carried out to ensure proper maintenance and appearance of landscaped areas.

K. Equipment, Tools & Consumables

The agency shall provide all necessary gardening tools, machinery, and consumables required for landscaping and gardening services including lawn mowers, hedge trimmers, grass cutters, water pipes, sprinklers, pruning tools, gardening implements, wheelbarrows, trolleys, fertilizers, manure, pesticides, soil conditioners, pots, and other related materials. All tools and equipment shall be maintained in proper working condition.

L. Manpower Requirement

The agency shall deploy adequate trained and experienced manpower including Horticulture Supervisors, Gardeners, Mali/Gardening Workers, Landscaping Staff, and Helpers for smooth execution of landscaping and gardening services. All deployed personnel shall maintain discipline, wear proper uniforms, and carry out gardening activities in a professional and safe manner.

M. Seasonal & Special Maintenance Activities

The agency shall undertake seasonal plantation drives, monsoon plantation activities, replacement of seasonal flowers, maintenance during extreme weather conditions, and special beautification works during official visits, events, health camps, wellness programs, and other hospital functions as directed by the hospital administration.

N. Records & Documentation

The agency shall maintain records related to gardening and landscaping activities including plantation records, watering schedules, fertilizer and pesticide usage records, attendance registers, equipment maintenance logs, complaint records, and garden maintenance schedules. Such records shall be produced before the hospital administration whenever required for monitoring and inspection purposes.

O. Performance Standards

The agency shall ensure that all lawns, gardens, herbal plantations, pathways, and green areas remain clean, green, healthy, and aesthetically maintained throughout the contract period. There shall be no overgrown weeds, dry plants, unattended waste, or poorly maintained landscaping areas within the

hospital premises. Complaints related to gardening and landscaping services shall be attended promptly and rectified within prescribed timelines. The agency shall maintain high standards of horticulture maintenance and contribute towards creation of a peaceful, clean, and healing hospital environment.

Detailed Scope of Work for Managing Online Booking Services on Hospital Website

A. General Scope

The agency shall provide comprehensive services for management and operation of online booking facilities for the 100-bedded Ayurvedic Hospital & Wellness Centre at Pati through the official hospital website and designated digital platforms. The scope of work shall include management of online appointments, Panchakarma therapy bookings, wellness package bookings, room reservations, patient inquiries, scheduling coordination, record maintenance, and related administrative support for smooth and efficient functioning of digital booking services. The agency shall ensure user-friendly, transparent, accurate, and timely handling of all online booking activities in accordance with directions issued by the Hospital Administration and UT Administration from time to time.

B. Deployment of Qualified Manpower

The agency shall deploy minimum two (02) qualified and experienced individuals exclusively for management and operation of online booking services. The deployed personnel shall possess adequate educational qualifications, computer proficiency, communication skills, and experience in handling online booking systems, patient coordination, or hospital/wellness service operations. The personnel shall be capable of operating web-based booking portals, maintaining records, handling public inquiries, and coordinating with various hospital departments for scheduling and booking management. The deployed staff shall work during prescribed working hours or in shifts as directed by the hospital administration to ensure uninterrupted support services.

C. Online Appointment & Booking Management

The agency shall manage online booking and scheduling of OPD consultations, Panchakarma therapies, wellness programs, special Ayurvedic treatment packages, room reservations, and other services introduced by the hospital administration from time to time. The agency shall ensure proper registration of patients and beneficiaries through the online platform and maintain accurate appointment schedules, therapy slots, room allotments, and package bookings. The agency shall update booking status, appointment availability, schedules, and related information regularly on the hospital website or designated booking portal.

D. Management of Wellness Packages & Room Reservations

The agency shall facilitate online booking and reservation of wellness packages, Panchakarma packages, accommodation facilities, therapy sessions, and related services offered by the hospital. The package details, room categories, accommodation facilities, tariffs, treatment charges, and package rates shall be determined and approved solely by the UT Administration/Hospital Administration from time to time. The agency shall only manage the booking process as per approved rates and packages and shall not independently modify, revise, alter, or offer any discount or concession without prior approval of the competent authority.

E. Coordination with Hospital Departments

The agency shall coordinate regularly with concerned departments including Panchakarma Units, OPD Sections, IPD/Ward Management, Reception, Accounts, Wellness Centre, and Administration for confirmation of appointments, room availability, therapy schedules, and package bookings. Proper coordination shall be maintained to avoid duplication, scheduling conflicts, overbooking, or inconvenience to patients and visitors. The agency shall immediately communicate any changes in schedules, cancellations, or availability to concerned departments and patients.

F. Patient Assistance & Communication Support

The deployed personnel shall provide assistance and guidance to patients, visitors, and beneficiaries regarding online booking procedures, package details, room availability, appointment schedules, reporting timings, payment procedures, cancellation policies, and other related information. Assistance may be provided through telephone calls, emails, online communication platforms, or physical helpdesk support as directed by the hospital administration. The staff shall maintain polite, professional, patient-friendly, and responsive behavior while dealing with the public.

G. Data Entry, Documentation & Record Maintenance

The agency shall maintain proper records and documentation related to online bookings including patient registration details, appointment schedules, room occupancy records, therapy bookings, package utilization records, cancellations, refunds wherever applicable, and booking history. Daily, weekly, and monthly reports related to online booking activities shall be prepared and submitted to the hospital administration as and when required. All records shall be maintained accurately and updated regularly in physical or digital format as prescribed by the hospital administration.

H. Data Confidentiality & Security

The agency shall ensure confidentiality, integrity, and security of all patient information, booking data, medical details, and hospital records accessed during the course of online booking operations. The deployed personnel shall not disclose confidential information to unauthorized persons or misuse hospital

data for any purpose. Proper precautions shall be taken to ensure safe handling of login credentials, digital records, booking systems, and electronic data to prevent unauthorized access, manipulation, or data breaches.

I. Operational Responsibilities

The agency shall ensure smooth and uninterrupted functioning of online booking operations and shall promptly address technical coordination issues, booking discrepancies, scheduling errors, and patient complaints related to online bookings. The agency shall ensure proper attendance, discipline, and supervision of deployed manpower. The hospital administration may provide access to the booking portal, software, or related infrastructure as deemed necessary for performance of the assigned work.

J. Performance Standards

The agency shall ensure efficient, transparent, and patient-friendly management of online booking services with minimum errors, delays, or scheduling conflicts. All patient inquiries and booking requests shall be handled promptly and professionally. The agency shall maintain proper coordination with hospital departments, ensure timely updating of schedules and booking status, and provide accurate information to patients and visitors. Complaints related to booking management, incorrect scheduling, miscommunication, or negligence shall be attended immediately and corrective measures shall be taken without delay. The overall objective shall be to provide smooth, organized, and accessible digital booking services for patients and wellness beneficiaries of the hospital.

The Department requires the minimum number of below-mentioned posts for the operationalization and maintenance of the Ayurvedic Hospital. The requirement of manpower may be increased from time to time based on the functional needs, patient load, and occupancy of the hospital.

Type of Services	Sr. No.	Designation	No. of Post
Housekeeping Services	1	Manager (Housekeeping)	1
	2	MTS	15
Front Office Desk	3	Receptionist	2
	4	front office manager	1
	5	Bellboys/ Porters	2
Sales & Marketing	6	Marketing Executive/ Digital Marketing Staff	1
Utility Staff	7	Plumbers	1
	8	Electrician	2
Gardening/ Landscaping	9	Gardener	1
Total			26

CHAPTER – 4
ELIGIBILITY CRITERIA

4.1 STATUTORY REGISTRATION:

The tender is open to all the Service Providers /Agency for Operationalization and Maintenance of 100- Bedded Ayurvedic Hospital, Firms having valid PAN Card, Registration with the Statutory Authorities, Regional Labour Commissioner, ESIC Registration, EPF Registration, Goods and Service Tax (GST) Registration, etc. which should be up to date.

4.2 EXPERIENCE:

The bidder should have satisfactorily executed similar works involving operationalization and maintenance or integrated facility management services for hospitals, wellness centres, Government institutions, or other large establishments, including four or more of the following services: dietary services, laundry services, housekeeping services, landscaping/gardening services, and online booking or front office management services, with work orders totaling not less than ₹ 2.00 crore during the preceding four financial years. (i.e. F.Y. 2022 – 23, F.Y. 2023 – 24, F.Y. 2024-25 and F.Y. 2025-26).

4.3 TURNOVER:

The Service Provider / Agency should have a minimum annual average turnover of at least Rs. 2.5 Crore in last four financial years (i.e. F.Y. 2022 – 23, F.Y. 2023 – 24, F.Y. 2024-25 and F.Y. 2025-26) duly certified by Chartered Accountant with valid UDIN

4.4 No. of employees:

The Service Provider/Agency should have a minimum of 50 employees.

4.5 STAGE I:

The Service Provider / Agency shall upload the following duly attested documents failing which the tender will be rejected:

1. The Service Provider / Agency can be a proprietary firm; Partnership firm or a Company.
2. Proof of incorporation of the Company viz. MOA and AOA (in case of Private Limited Company), Deed of in case of a partnership firm, Registration Deed in case of Sole Proprietorship.
3. In case of partnership firm, an attested copy of the partnership deed and copy of registration with the Registrar of Firms with Details of constitution of firm (whether

individual or partnership firm etc.) partners/composition of Management, if any, should be furnished along with the tender documents, failing which the tender shall be summarily rejected.

4. A copy of PAN Card, Registration with the Statutory Authorities, Regional Labour Commissioner, ESIC Registration, EPF Registration, Goods and Service Tax (GST) Registration etc.

5. Earnest Money Deposit of Rs.5,00,000/-in form of FDR is mandatory. No Exception for MSME etc. allowed.

6. The Service Provider / Agency should have a minimum annual average turnover of at least Rs. 2.5 Crore in last four financial years (i.e. 2022–23, FY 2023–24, FY 2024-25 and FY 2025-26) from the Chartered Accountant with valid UDIN.

7. The bidder should have satisfactorily executed similar works involving operationalization and maintenance or integrated facility management services for hospitals, wellness centres, Government institutions, or other large establishments, including four or more of the following services: dietary services, laundry services, housekeeping services, landscaping/gardening services, and online booking or front office management services, with work orders totaling not less than ₹ 2.00 crore during the preceding four financial years. (i.e. F.Y. 2022 – 23, F.Y. 2023 – 24, F.Y. 2024-25 and F.Y. 2025-26).

8. Undertaking on ₹ 300 stamp paper, duly notarized, stating that the agency is not blacklisted by any Government Department (As per ANNEXURE – VI).

9. The Technical bid should include the following documents:

Sr. No.	Particulars	Details to be furnished by the service provider/ Agency
1	Status of ownership of the firm	a) Proprietary b) Partnership c) Company
2	Statutory Registration	a) Registration with Regional Labour Commissioner. b) ESI c) EPF d) Goods and Service Tax e) PAN f) Any other
3	The bidder should have satisfactorily executed similar works involving operationalization and maintenance or integrated facility management services for	Experience certificate/ Work Order/ for executing the work involving operationalization and maintenance or integrated facility management services for hospitals, wellness centres, Government institutions, or other large

	hospitals, wellness centres, Government institutions, or other large establishments, including four or more of the following services: dietary services, laundry services, housekeeping services, landscaping/gardening services, and online booking or front office management services, with work orders totaling not less than ₹ 2.00 crore during the preceding four financial years. (i.e. F.Y. 2022 – 23, F.Y. 2023 – 24, F.Y. 2024-25 and F.Y. 2025-26).	establishments, including four or more of the following services: dietary services, laundry services, housekeeping services, landscaping/gardening services, and online booking or front office management services, with work orders totaling not less than ₹2.00 crore during the preceding four financial years. (i.e. F.Y. 2022 – 23, F.Y. 2023 – 24, F.Y. 2024-25 and F.Y. 2025-26).
4	Annual audited average turnover of at least Rs. 2.5 Crore in last four financial years (FY 2022 – 2023 and FY 2023 – 2024, FY 2024-25, FY 2025-26).	The bidder shall have a minimum average annual turnover of ₹ 2.50 crore during the preceeding four financial years. The bidder shall submit the turnover certificate for preceeding four years duly signed by the Chartered Accountant with valid UDIN.
5	The Service Provider/Agency should have a minimum of 50 employees	Documentary proof.
6	Tender fees &EMD	Tender Fees is Rs. 25,000/-and Earnest Money Deposit (EMD) of Rs.5,00,000/-in form of FDR in Favour of “DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC” payable at Silvassa shall be sent physical through speed Post/Courier to the O/o, The Central Procurement Branch, 1 st Floor, Building No. 5, PWD Campus, Silvassa-396230.
7	Non blacklisted Undertaking	Documentary proof - Undertaking on ₹ 300 stamp paper, duly notarized, stating that the agency is not blacklisted by any Government Department (as per annexure-VI)

8	ISO Certification	Documentary proof (Mandatory) 1. ISO 14001 2. ISO 22000 3. ISO 27001 4. ISO 45001
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10. All the above stated credentials are to be supported with attested documentary evidence for evaluating the offer.

11. The financial bid should include the price bid as mentioned at Annexure I of Financial Bid. The financial bid shall be inclusive of all costs (including all taxes). The bidder shall quote a single consolidated monthly lump-sum amount inclusive of all costs, taxes, statutory liabilities, manpower, consumables, raw materials, equipment, transportation, repairs, and all other expenses necessary for complete execution of the work.

4.6 STAGE II:

Financial Bids will be opened of those Service Providers / Agencies who are successful in Stage I.

4.7 Bid Submission Process

- i. Technical bid (signed and stamped tender document along with mandatory documents needs to be uploaded **Online**).
- ii. Financial bid (Note that the bidder shall submit the overall cost (Lump sum cost) inclusive of taxes in the online financial bid only).

4.8 Award of Tender

The lowest bidder (L1) will be decided on the basis of lowest cost (lump sum cost) offered subject to fulfillment of tender conditions and technical specifications.

CHAPTER – 5

GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

1. The Incharge, Central Procurement Branch, DNH&DD invites online bids through E- Tender portal for the work of “Providing Services for operationalization and maintenance of 100 bedded ayurvedic hospital at Pati, DNH. The Period of contract will be of **one (01) year**, which can be extended for further **2 years**, one (01) year per time on same rate, terms and conditions based on performance of bidder and/or further decision by the Authority from the date of issue of work order.

2. To obtain first-hand information on the assignment and on the local conditions, the Service Provider/ Agency is advised to pay a visit to the project site before submitting a proposal if any. The Service Provider/ Agency must fully acquaint himself of local and site conditions and take them into account in preparing their proposal failing which deemed provisions shall be applicable.
3. The proposal must be properly signed as detailed below:
 - (a) By the proprietor in case of a proprietary firm;
 - (b) By the authorised partner holding the Deed of Partnership in case of a firm in partnership (A certified copy of the Deed of Partnership shall accompany the proposal); and
 - (c) By a duly authorized person holding the Power of Attorney in case of a Limited Company or a Corporation (A certified copy of the Power of Attorney shall accompany the proposal).

4. BID VALIDITY PERIOD (DAYS):

90 Days from the date of opening of Financial Bid.

5. COMPLIANCE OF STATUTORY OBLIGATIONS:

1. The Service Provider / Agency will be required to comply with all statutory obligations from time to time emanating from this contract, such as,
 - (i) payment of wages as per the Minimum Wages in force from time to time;
 - (ii) contributions towards the employees' provident fund;
 - (iii) contributions towards ESIC;
 - (iv) ISO Certification;
 - (v) Goods and Services Tax, or any other statutory/mandatory requirement from time to time.
2. In the event of violation of any contractual or statutory obligations by the Service Provider / Agency, the Service Provider / Agency shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against the Department by any individual, agency or government authority due to acts of the Service Provider / Agency, the Service Provider / Agency shall be liable to make good/compensate such claims or damages to the Department. As a result of the acts of commissions and commissions by the Service Provider / Agency, if the Department is required to pay any damages to any individual, agency or government authority, the Service Provider / Agency would be required to reimburse to the Department such amount along with other expenses incurred by the Department, or Director (Medical and

Health Services) DNH &DD reserves the right to recover such amount from the payment(s) due to the Service Provider / Agency while settling its bills OR from the amount of security deposit of the Service Provider / Agency lying with the Institute.

5.0.1 WAGES TO BE PAID TO MANPOWER DEPLOYED BY THE AGENCY

1. The Service Provider / Agency will be required to make payment of wages to the staff provided by it as per minimum wages in force from time to time as per the prevailing acts.
2. The Service Provider / Agency will ensure payment of wages to the staff / manpower deployed by seventh day of subsequent month, irrespective of the fact whether the payment of its bill submitted to institute has been released by the Director (Medical & Health Services) DNH &DD or not by that date. If seventh day of a particular month happens to be a holiday, the Service Provider / Agency may be required to make payment of wages to its staff on a working day prior to the seventh day of such month.

5.0.2 PENALTY FOR POOR OR INSUFFICIENT SERVICES:

1. The Service Provider / Agency would be expected to maintain very high standards of quality in Dietary, laundry, housekeeping, landscaping and online booking services as per the scope of work & details given in the Tender Document. It would also be required to maintain an adequate stock of supplies of raw material needed for the services to be provided. The designated officers or nominated supervisory committee members may make surprise checks from time to time to ascertain the quality of services being provided. Any serious lapse in service delivery shall attract penalties as specified in the Service Level Agreement and as determined by the competent authority. On recurrence of such lapses, the department may impose a penalty, as may be decided by the competent authority/authorities or take appropriate necessary action against the Service Provider / Agency, including termination of the contract. Such decision(s) of the department shall be binding on the Service Provider/agency.
2. In case the service provider fails to commence/ execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract the Tender Inviting Authority reserves the right to impose the penalty as per the Service Level Agreement.
3. During the validity of the Contract, the department will be free to terminate the Contract for unsatisfactory performance by providing 30 days advance notice of termination, in case of violation of any terms and conditions of the Contract and non – adherence to service standards, scope, etc. Similarly, the Service Provider / Agency, if so desires, will

be free to terminate the Contract after stating valid reason by providing 90 days' advance notice.

4. The detailed Service Level Agreement (SLA) is attached as an Annexure-VII to this RFP. The SLA specifies the Key Performance Indicators (KPIs), monitoring mechanisms, response timelines, reporting requirements, and penalty provisions to ensure efficient, uninterrupted, and quality service delivery. The selected service provider shall perform the services strictly in accordance with the conditions and standards prescribed in the SLA. Failure to comply with the prescribed SLA parameters shall attract penalties and other actions as specified in the agreement.
5. If the services provided by the service provider are found to be unsatisfactory, deficient, or not in compliance with the terms and conditions of the agreement, the service provider shall be liable for blacklisting by the Department, in addition to any other penalty or action deemed appropriate by the competent authority.

5.0.3 OTHER TERMS AND CONDITIONS:

- a) The successful bidder shall furnish a Performance Security in the form of a Bank Guarantee from a Nationalized or Scheduled Bank equivalent to 5% of the total contract value for the initial contract period of two years. The Performance Security shall remain valid for the entire contract period and for an additional claim period of three months, or such other period as may be prescribed by the Government in favour of Director of Medical & Health Services, DNH & DD. If the successful bidder fails to give the said Security deposit within ten (10) days from the date of allotment of work, the rest in line may be considered for allotment. In the event of the Service Provider / Agency failing to perform the terms and conditions of the agreement or causing any loss to the Government, the Performance Guarantee shall be forfeited without prejudice to other remedies available.
- b) In the event of resort to strike by the employees, the Service Provider / Agency shall ensure that, the alternate arrangement is made to ensure that the service mandated under the tender in respect of services for operationalization and maintenance of ayurvedic hospital are continued uninterrupted as per the contract failing which the agreement will be terminated without giving any notice and cleaning and facility management shall be got done at the risk and cost of the Service Provider / Agency from other organization. The cost of this job shall be deducted from monthly bill of the Service Provider / Agency from their Performance Guarantee.
- c) The Department shall provide the existing infrastructure and major equipment in working condition. The cost of electricity, water supply, and structural repairs shall be

borne by the Department unless otherwise specified. The agency shall bear the cost of LPG, consumables, raw materials, routine upkeep, and minor repairs necessary for day-to-day operation of the services.

- d) The successful Service Provider / Agency shall execute an agreement with the Department of Health and Family Welfare, DNH & DD. Terms and conditions, payment terms and mode of payment, price bid documents, letter of acceptance and the agreement shall form the contract document.
- e) Tender shall not make conditional offer and if made, will be deemed as non-acceptance of the tender conditions and same shall be summarily rejected.
- f) The Department of Health and Family Welfare, DNH & DD shall not be responsible for death, injuries, etc. to the persons engaged by the Service Provider / Agency which may arise out of and in the course of their duties at Ayurvedic Hospital, Pati. The Department of Health and Family Welfare, DNH & DD shall also not be liable to pay any damages or compensations to such persons and in case the department is made or required to pay any damages or compensations to such persons, the Service Provider / Agency shall be liable to reimburse the said amount to the Department of Health and Family Welfare, DNH & DD.
- g) The payments to the Service Provider / Agency for the service provided would be made monthly on pro rata basis and would be subject to satisfactory completion of the work. For this purpose, Service Provider / Agency shall raise monthly bills on pro rata basis.
- h) The Service Provider / Agency shall adhere to the instructions, orders issued by the Department of Health and Family Welfare, DNH & DD.
- i) The Service Provider / Agency must provide complete details and plan of how he proposes to undertake the operationalization and Maintenance of 100 bedded ayurvedic hospital by providing dietary services, laundry services, housekeeping services, landscaping/ gardening services and online bookings. The agency shall ensure to provide all the services and maintain cleanliness throughout the day. The contract will be on a turnkey basis inclusive of labour, machinery, consumables, raw materials for kitchen, chemical & utilities, uniform etc.
- j) The Successful Agency must establish an office in DNH within 30 days of award of work to facilitate efficient communication and effective execution of the work.
- k) The successful agency shall utilize the functional kitchen provided by the department and all expenses related to its minor repair and maintenance, if any, shall be borne by the agency.
- l) The selected agency may collect charges from patients, attendants, and other authorized persons for dietary services, as per the market rates decided by the agency. Any revenue

generated from such services may be retained by the agency. The selected agency shall offset its operational expenditure through permissible revenue generated from dietary services utilizing the kitchen and allied infrastructure provided by the Department. It is anticipated that the availability of such recoverable revenue streams may enable bidders to quote more competitive rates for the overall operationalization and maintenance services during the bidding process.

- m) The selected agency is permitted to utilize the department kitchen, pantry and allied equipments on the payment of monthly rent as may be prescribed by the department within the 100-bedded Ayurvedic Hospital at Pati for providing dietary services at its own cost and responsibility.

5.0.4 ARBITRATION:

1. In case of any kind, such question/difference arising under this contract in connection therewith, the same shall be referred to the sole arbitrator of Department of Health and Family Welfare, DNH & DD or any person nominated by him. The venue of the arbitration proceeding shall be the office of the Director (Medical & Health Services) or any other place as the Arbitrator decides.
2. The performance of the Service Provider / Agency may be monitored and evaluated by committee duly constituted of the Department of Health & Family Welfare, DNH & DD. In case of any serious lapse in service delivery shall attract penalties as specified in the tender conditions and as determined by the competent authority. Continuous poor performance for 10 days together shall result in termination of the Contract on recommendation of the committee without giving any additional notice.
3. Jurisdiction: - Only the courts at DNH shall have jurisdiction in respect of any matter(s) relating to or arising out of this Tender / Contract.

5.0.5 Termination Clause:

The Tender Inviting Authority may terminate the Contract if the selected bidder/ Contractor cause fundamental breach of the Contract after giving notice of 07 days. Fundamental breaches of Contract include, but shall not be limited to the following:

- I. The Contractor stops the allotted work for more than 2 days.
- II. The Contractor becomes bankrupt or goes into liquidation other than for a reconstruction, restructure or amalgamation.
- III. The contractor fails to correct unsatisfied services within a period of time determined by the Tender Inviting Authority is a fundamental breach of Contract.
- IV. The Contractor fails to deploy the adequate services personnel i.e. committed number of laborers, Supervisors and Managers to resulting in substandard work will

be considered as breach of the terms and conditions under the agreement.

V. If the contractor, in the judgment of the Tender Inviting Authority has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

VI. In the event of termination due to fundamental breach of contract by the employer, the security Deposit (performance security and retention Money) of the contractor shall be forfeited.

VII. In case of non-compliance or breach of any terms of contract or unsatisfactory or inefficient servicing on the part of the agency, the owner will be at liberty to revoke the contract after giving notice of 07 days.

VIII. During the currency of this agreement, the Tender Inviting Authority shall have the right to terminate this agreement if it is not satisfied with the performance of the agency. For this purpose, the Tender Inviting Authority shall be the sole Judge to decide whether the performance of the agency is satisfactory or not and such decision of the Tender Inviting Authority shall be final, conclusive and binding on the agency and the agency shall not be entitled to any compensation in that regard.

IX. Furthermore, if on account of termination of this contract, the agency has to terminate services of its employees, and then it shall be the responsibility of the agency to pay the legal dues to its employees. In the event of non-compliance of legal requirement, the agency shall be liable for all the costs and consequence.

5.0.6 FORCE MAJEURE:

Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. Force Majeure shall not include:

(i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations here under. (iii) Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract. A Party affected by an event of Force Majeure shall immediately notify the other party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal as soon as possible.

5.0.7 TERMS OF PAYMENT:

1. On monthly basis and submission of bill in this regard.
2. Taxes as applicable shall be deducted at source from the bills.

CHAPTER – 6
ANNEXURE FORMATS

ANNEXURE-I: FINANCIAL BID

The bidder shall quote consolidated rate (to be submitted online only):

Sr. No.	Description	Rate per Month in figures	No. of month	Total amount per year in figures
1	Operationalization & maintenance of 100 bedded Ayurvedic Hospital, Pati, DNH by providing services such as Dietary services, Laundry services, Housekeeping services, Landscaping/ Gardening services and Online bookings management.		12	
Total amount in words				

The quoted amount shall be inclusive of all costs (including all taxes and all other expenditure on manpower, machinery, consumables, transportation, etc.)

Date:

Signature of the Authorized Signatory with Name & Designation

ANNEXURE-II

Letter of Transmittal

To,
The Director,
Department of Health & Family Welfare,
Daman-396210.

Sir,

Having examined the Price Bid including scope of work, I/we submit all the necessary information and relevant documents and also give undertaking as follows:

- a) The entire Ayurvedic Hospital area including OPD blocks, IPD wards, Panchakarma units, therapy rooms, operation theatres/procedure rooms, laboratories, pharmacy, nursing stations, consultation rooms, diagnostic areas, administrative offices, reception areas, waiting halls, corridors, staircases, lifts, washrooms, utility areas, kitchen surroundings, store rooms, conference halls, parking areas, pathways, terraces, drainage surroundings, open spaces, and all external premises within the hospital campus are inspected by me.
- b) I/we know all the conditions of the work.
- c) All the materials, consumables, labour and transportation shall be arranged by me.
- d) I have to deposit Security Amount.
- e) I also submit the required documents along with the price Bid.

Enclosed herewith please find Demand Draft No. _____ dated _____

Drawn on Bank _____ in favour of "DADRA NAGAR HAVELI AYUSH SOCIETY HOLDING AC" for _____ payable at Silvassa, towards EMD.

I/ we understand that Director of Medical & Health Services reserves the right to reject any Application without assigning any reasons thereof.

Daman

Date:

Signature of the Authorized
with Name & Designation

ANNEXURE-III COST BREAKUP

Cost break up shall consists of following:

Sr. No.	Description	Rate Monthly	Amount per year
1	Wages for Labour, Supervisor, Manager etc. (mentioned no. of labours etc.)		
2	Collection & Transportation charges		
3	Equipment, Other consumables Materials etc. charges.		
4	Towards uniform, other safety materials etc.		
5	Taxes, ESI, Insurance, etc.		
6	Agency profit margin etc.		
7	(Please specify and add)		
TOTAL COST			

Daman

Signature of the Authorized
Signatory with Name &
Designation

Date:

ANNEXURE –IV DATA SHEET

Sr.No.	Description	Remarks
1	Name of Hospital area etc.	
3	Number of Workers	
4	Number of Supervisors	
5	Number of Hours of working	
8	No. & Type of vehicle or transportation	
11	Contract person and Phone Number (Landline and Mobile)	
12	Additional information if any	

Daman

Signature of the Authorized
with Name & Designation

ANNEXURE-V

UNDERTAKING

(To be executed on ₹300 Non-Judicial Stamp Paper and duly notarized)

I/We, **M/s.** _____, having our registered office at _____, do hereby solemnly affirm and declare as under:

1. That I/We am/are the authorized signatory of the firm **M/s.** _____, participating in the tender for _____ (**Name of the Work/Project**) invited by the **Department of Health & Family Welfare, UT Administration of Dadra & Nagar Haveli and Daman & Diu.**
2. That I/We That I/We hereby declare and confirm that our firm/agency/company **has not been blacklisted, debarred, or suspended for any reason whatsoever, including but not limited to involvement in corrupt, fraudulent, collusive, coercive, or unethical practices, by any Central Government / State Government / Union Territory Administration / Semi-Government / Public Sector Undertaking / Autonomous Body / Local Authority or any other Government Organization in India** as on date.
3. That I/We further undertake that in case any such information is found to be false, misleading, or concealed at any stage, our bid/contract shall be liable for rejection/cancellation without any notice, and we shall have no claim whatsoever in this regard.
4. That this undertaking is given in compliance with the tender conditions and is true to the best of my/our knowledge and belief.

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Firm/Company Name: _____

Address: _____

Date: ____ / ____ /2026

Place: Daman

NOTARY ATTESTATION

Verified and signed before me on this ____ day of _____, 2025 at _____.

(Signature & Seal of Notary Public)

Name of Notary: _____

Registration No.: _____

ANNEXURE–VI

SITE VISIT CERTIFICATE (On the Letterhead of the Bidder/Agency)

This is to certify that we, M/s. _____ (Name of the Bidder/ Firm), have carried out a site visit on __/__/2026 at the Ayurvedic Hospital, Silvassa. The entire Ayurvedic Hospital area including OPD blocks, IPD wards, Panchakarma units, therapy rooms, operation theatres/procedure rooms, laboratories, pharmacy, nursing stations, consultation rooms, diagnostic areas, administrative offices, reception areas, waiting halls, corridors, staircases, lifts, washrooms, utility areas, kitchen surroundings, store rooms, conference halls, parking areas, pathways, terraces, drainage surroundings, open spaces, and all external premises within the hospital campus, as specified in the bid document for the work of:

“Operationalization and Maintenance of the 100 Bedded Ayurvedic Hospital at Pati, DNH”

We hereby confirm that:

1. We have personally inspected the site and studied the working conditions, accessibility, nature and scope of the work.
2. We have understood the terms & conditions stipulated in the bid document.
3. We are fully aware that the work involves round-the-clock cleaning and maintenance of the designated areas and will require adequate manpower, consumables, machinery, equipment, and proper disposal arrangements to ensure continuous upkeep of the hospital environment.

This certificate is submitted as a confirmation of having visited the site prior to the submission of our bid.

For the Bidder/Agency (Signature with Seal)

Name: _____

Designation: _____

Date: __/__/2026

Place: Daman

(Note: Submission of this Site Visit Certificate, duly signed by the Bidder/Agency is mandatory. Bids without this certificate will not be considered for evaluation.)

ANNEXURE- VII- Service Level Agreement

1. Service Level Agreement (SLA) for Dietary Services

Sr. No.	Service Parameter	Service Level Requirement	Monitoring Method	Frequency	Penalty for Non-Compliance
1	Meal Preparation	Fresh and hygienic meals to be prepared daily as per approved menu	Physical inspection	Daily	₹1,000 per incident
2	Meal Timings	Breakfast, lunch, dinner, tea/snacks to be served on scheduled time	Ward feedback and inspection	Daily	₹ 500 per delayed service if delayed by 15 minutes of scheduled time
3	Therapeutic/Ayurvedic Diet	Diet to be prepared strictly as prescribed by Medical Officer/Dietician	Diet register verification	Daily	₹1,000 per wrong diet served
4	Food Quality	Food shall be nutritious, properly cooked, and free from contamination	Random food quality check	Daily	₹2,000 per incident
5	Kitchen Hygiene	Kitchen premises, utensils, and cooking area to remain clean and sanitized	Inspection by hospital authority	Daily	₹1,500 per observation
6	Staff Hygiene	Kitchen staff shall wear uniform, gloves, head cap, apron, and ID card	Physical verification	Daily	₹500 per staff per incident
7	Food Storage	Raw materials and cooked food to be stored safely as per food safety norms	Store inspection	Weekly	₹1,000 per violation
8	Expired/Stale Food	No expired or stale food items shall be used	Random inspection	Anytime	₹5,000 per incident and possible termination
9	Pest Control	Kitchen and store area shall remain pest-free	Inspection records	Monthly	₹2,000 per incident
10	Waste Disposal	Daily disposal of kitchen waste in hygienic manner	Inspection	Daily	₹1,000 per incident
11	Drinking Water	Safe and clean water to be used for cooking and drinking purposes	Water quality verification	Monthly	₹2,000 per violation
12	Distribution of Meals	Meals to be distributed properly to all wards without shortage	Ward feedback	Daily	₹1,000 per incident
13	Manpower Deployment	Required trained manpower to be available in all shifts	Attendance verification	Daily	Deduction on pro-rata basis per absent staff
14	Staff Behaviour	Staff shall maintain discipline and courteous behaviour	Complaint register	As required	₹500 per complaint

15	Medical Fitness of Staff	Staff shall undergo periodic health check-up	Record verification	Quarterly	₹1,000 per default
16	Complaint Resolution	Complaints to be resolved within 2 hours	Complaint register review	Daily	₹500 per unresolved complaint
17	Equipment Maintenance	Kitchen equipment to be maintained in working condition	Inspection	Weekly	₹1,000 per non-functional equipment
18	Record Maintenance	Daily records of meals, stock, and consumption to be maintained	Document verification	Daily	₹500 per missing/incomplete record
19	Emergency Food Supply	Agency shall ensure uninterrupted services during emergencies	Inspection/report	As required	₹5,000 per failure
20	Overall Service Satisfaction	Minimum 90% patient satisfaction to be maintained	Feedback survey	Monthly	Warning followed by penalty of ₹5,000 for repeated poor performance

2. Service Level Agreement (SLA) for Laundry & Linen Management Services

Sr. No.	Service Parameter	Service Level Requirement	Monitoring Method	Frequency	Penalty for Non-Compliance
1	Collection of Linen	Dirty linen to be collected from all wards and departments on scheduled timings	Physical verification	Daily	₹500 per missed collection
2	Supply of Clean Linen	Clean and properly ironed linen to be supplied on time	Ward inspection	Daily	₹1,000 per incident
3	Washing Quality	Linen shall be properly washed, disinfected, stain-free, and odor-free	Random inspection	Daily	₹1,500 per incident
4	Segregation of Linen	Soiled/infected linen to be separately handled as per infection control norms	Inspection	Daily	₹2,000 per violation
5	Linen Hygiene	Washed linen shall be hygienically packed and stored	Physical verification	Daily	₹1,000 per incident
6	Turnaround Time	Linen to be washed and returned within prescribed time schedule	Record verification	Daily	₹500 per delayed batch
7	Availability of Linen	Adequate linen stock to be maintained without shortage	Ward feedback	Daily	₹1,500 per shortage incident
8	Handling of Infected Linen	PPE and disinfection protocol to be followed during handling	Inspection	Daily	₹2,000 per violation
9	Staff Uniform & PPE	Laundry staff shall wear gloves, masks, apron, uniform, and ID card	Physical verification	Daily	₹500 per staff per incident
10	Laundry Area Cleanliness	Laundry premises to remain clean and sanitized	Inspection	Daily	₹1,000 per observation

11	Machine Maintenance	Washing machines, dryers, ironing machines, and equipment to remain functional	Inspection	Weekly	₹1,000 per non-functional equipment
12	Water & Detergent Quality	Appropriate detergents/disinfectants to be used for linen washing	Inspection and record verification	Weekly	₹1,500 per violation
13	Linen Damage/Loss	Linen shall not be damaged, torn, or misplaced during washing	Linen stock audit	Monthly	Recovery of cost + ₹500 penalty
14	Inventory Management	Proper linen stock and issue registers to be maintained	Record verification	Daily	₹500 per incomplete/missing record
15	Collection & Delivery Schedule	Timely pickup and delivery from all wards/departments	Feedback and inspection	Daily	₹500 per delay
16	Pest Control	Laundry area and linen store to remain pest-free	Inspection	Monthly	₹1,000 per incident
17	Wastewater Disposal	Wastewater disposal to comply with environmental and hospital norms	Inspection	Monthly	₹2,000 per violation
18	Complaint Resolution	Complaints to be resolved within 4 hours	Complaint register review	Daily	₹500 per unresolved complaint
19	Emergency Linen Supply	Agency shall ensure uninterrupted linen services during emergencies	Inspection/report	As required	₹5,000 per failure
20	Overall Service Satisfaction	Minimum 90% satisfaction level from wards/departments	Feedback survey	Monthly	Warning followed by ₹5,000 penalty for repeated poor performance

3. Service Level Agreement (SLA) for Housekeeping & Sanitation Services

Sr. No.	Service Parameter	Service Level Requirement	Monitoring Method	Frequency	Penalty for Non-Compliance
1	Cleaning of Wards	Patient wards shall be cleaned and mopped regularly with disinfectant	Physical inspection	Daily	₹1,000 per incident
2	Cleaning of OPD/IPD Areas	OPD, IPD, nursing stations, and consultation rooms to remain clean and hygienic	Inspection	Daily	₹1,000 per observation
3	Toilet & Bathroom Cleaning	Toilets and bathrooms to be cleaned, disinfected, and odor-free	Inspection	Daily	₹1,500 per incident
4	Dusting Services	Furniture, windows, doors, equipment surfaces, and fixtures to be dust-free	Inspection	Daily	₹500 per observation
5	Garbage Collection	Biomedical and general waste to be collected and disposed as per norms	Inspection	Daily	₹2,000 per violation
6	Biomedical Waste Handling	Segregation and disposal to comply with Biomedical Waste Management Rules	Inspection	Daily	₹5,000 per violation
7	Floor Cleaning	Floors to remain dry, stain-free, and slip-resistant	Inspection	Daily	₹1,000 per incident
8	Infection Control	Approved disinfectants and cleaning agents to be used	Verification of materials	Weekly	₹1,500 per violation

9	Pest Control Coordination	Premises to remain free from rodents, insects, and pests	Inspection	Monthly	₹2,000 per incident
10	Housekeeping Staff Uniform	Staff shall wear proper uniform, gloves, masks, shoes, and ID card	Physical verification	Daily	₹500 per staff per incident
11	Availability of Consumables	Toiletries, phenyl, sanitizer, garbage bags, and cleaning materials to be adequately available	Inspection	Daily	₹1,000 per shortage
12	Cleaning of Common Areas	Corridors, waiting areas, staircases, reception, and lifts to remain clean	Inspection	Daily	₹1,000 per observation
13	Cleaning of Ayurvedic Treatment Rooms	Panchakarma and therapy rooms to be sanitized after each use	Inspection	Daily	₹1,500 per incident
14	Waste Transportation	Waste to be transported safely without spillage	Inspection	Daily	₹1,000 per incident
15	Timely Response to Spillage	Blood/body fluid spillages to be attended immediately	Incident monitoring	As required	₹2,000 per incident
16	Attendance of Manpower	Required manpower to be deployed in all shifts	Attendance verification	Daily	Pro-rata deduction per absent staff
17	Complaint Resolution	Complaints to be resolved within 1 hour	Complaint register review	Daily	₹500 per unresolved complaint
18	Deep Cleaning	Periodic deep cleaning of wards and critical areas to be carried out	Inspection	Weekly/Monthly	₹2,000 per missed schedule
19	Equipment Maintenance	Cleaning machines/equipment to remain operational	Inspection	Weekly	₹1,000 per non-functional equipment
20	Record Maintenance	Daily cleaning checklist and duty registers to be maintained	Record verification	Daily	₹500 per incomplete record
21	Emergency Cleaning Services	Immediate cleaning support during emergencies/disaster	Inspection/report	As required	₹5,000 per failure
22	Overall Service Satisfaction	Minimum 90% satisfaction level to be maintained	Feedback survey	Monthly	Warning followed by ₹5,000 penalty for repeated poor performance

4. Service Level Agreement (SLA) for Landscaping & Gardening Services

Sr. No.	Service Parameter	Service Level Requirement	Monitoring Method	Frequency	Penalty for Non-Compliance
1	Maintenance of Gardens	Hospital gardens and green areas to be maintained neat and aesthetically pleasing	Physical inspection	Daily	₹1,000 per observation
2	Watering of Plants	Regular watering of plants, lawns, trees, and herbal garden areas	Inspection	Daily	₹500 per missed activity

3	Lawn Maintenance	Grass cutting, trimming, and leveling to be carried out regularly	Inspection	Weekly	₹1,000 per delay
4	Pruning & Trimming	Trees, shrubs, and hedges to be properly pruned and trimmed	Inspection	Weekly	₹1,000 per observation
5	Herbal Garden Maintenance	Ayurvedic medicinal plants to be maintained properly with proper labeling and care	Inspection	Weekly	₹1,500 per incident
6	Removal of Dry Leaves & Waste	Dry leaves, weeds, and garden waste to be removed regularly	Inspection	Daily	₹500 per observation
7	Pest & Weed Control	Proper pest control and weed removal to be carried out	Inspection	Monthly	₹1,500 per violation
8	Cleanliness of Outdoor Areas	Pathways, parking surroundings, and open spaces to remain clean	Inspection	Daily	₹1,000 per incident
9	Replacement of Plants	Dead or damaged plants to be replaced promptly	Inspection	Monthly	₹1,000 per plant not replaced
10	Maintenance of Pots & Planters	Pots and decorative planters to remain clean and properly arranged	Inspection	Weekly	₹500 per observation
11	Irrigation System Maintenance	Sprinklers, pipelines, and irrigation systems to remain functional	Inspection	Weekly	₹1,000 per non-functional unit
12	Use of Fertilizers/Manure	Eco-friendly manure and fertilizers to be used appropriately	Verification	Monthly	₹1,000 per violation
13	Gardening Equipment	Tools and gardening equipment to remain in working condition	Inspection	Weekly	₹500 per non-functional equipment
14	Deployment of Manpower	Required gardeners and supervisors to be available as per schedule	Attendance verification	Daily	Pro-rata deduction per absent staff
15	Uniform & Safety Gear	Gardening staff shall wear uniform, gloves, shoes, and ID card	Physical verification	Daily	₹500 per staff per incident
16	Waste Disposal	Garden waste to be disposed in designated areas without littering	Inspection	Daily	₹500 per incident
17	Seasonal Plantation	Seasonal flowers/plants to be planted and maintained as directed	Inspection	Seasonal	₹1,500 per missed activity
18	Complaint Resolution	Complaints to be resolved within 24 hours	Complaint register review	As required	₹500 per unresolved complaint
19	Emergency Maintenance	Fallen branches, storm damage, or urgent maintenance to be attended immediately	Inspection/report	As required	₹2,000 per failure
20	Overall Service Satisfaction	Minimum 90% satisfaction level to be maintained	Feedback and inspection	Monthly	Warning followed by ₹5,000 penalty for repeated poor performance

5. Service Level Agreement (SLA) for Online Booking Management & Digital Marketing Services

Sr. No.	Service Parameter	Service Level Requirement	Monitoring Method	Frequency	Penalty for Non-Compliance
1	Online Appointment System Availability	Online booking portal/system shall remain functional and accessible	System monitoring	24x7	₹2,000 per day of downtime
2	Appointment Booking Management	Online appointments to be updated accurately and timely	Record verification	Daily	₹1,000 per incident
3	Website Maintenance	Hospital website and booking pages to be regularly updated and maintained	Inspection	Weekly	₹1,500 per delay
4	Patient Query Response	Online queries/messages to be responded within 24 hours	Query log review	Daily	₹500 per delayed response
5	Data Accuracy	Patient appointment and booking data to be accurate and error-free	Audit verification	Weekly	₹1,000 per error
6	SMS/Email Notifications	Appointment confirmations/reminders to be sent timely	System verification	Daily	₹500 per missed notification
7	Digital Marketing Activities	Regular promotional activities through social media and digital platforms	Activity report review	Monthly	₹2,000 per missed activity
8	Social Media Management	Official social media pages to be regularly updated with approved content	Inspection	Weekly	₹1,000 per missed update
9	Content Quality	Information published shall be accurate, professional, and approved by authority	Content verification	As required	₹2,000 per unauthorized/incorrect content
10	SEO & Online Visibility	Efforts to improve hospital visibility and online reach to be carried out	Monthly performance report	Monthly	₹1,500 per non-submission of report
11	Data Security & Confidentiality	Patient data confidentiality and cybersecurity standards to be maintained	Audit/inspection	Continuous	₹5,000 per breach
12	Complaint Handling	Complaints related to online booking to be resolved within 24 hours	Complaint register review	Daily	₹500 per unresolved complaint
13	Technical Support	Technical issues to be attended within 2 hours and resolved promptly	System logs and reports	As required	₹1,000 per delayed resolution
14	Backup & Data Recovery	Regular backup of booking and website data to be maintained	Verification	Weekly	₹2,000 per failure
15	Reporting & Analytics	Monthly reports of bookings, website traffic, and marketing activities to be	Report verification	Monthly	₹1,000 per delayed/non-submission

		submitted			
16	Staff Deployment	Adequate trained manpower for booking management and digital support	Attendance verification	Daily	Pro-rata deduction per absent staff
17	Compliance with IT Policies	Services shall comply with government IT and cybersecurity guidelines	Inspection/audit	Periodic	₹3,000 per violation
18	Downtime Resolution	Website or booking system downtime to be resolved immediately	System monitoring	As required	₹2,000 per incident
19	Emergency Support	Immediate support during high traffic, camps, or emergency situations	Inspection/report	As required	₹3,000 per failure
20	Overall Service Satisfaction	Minimum 90% satisfaction level to be maintained	Feedback and review	Monthly	Warning followed by ₹5,000 penalty for repeated poor performance