

Keywords: Competitive bidding, health-care facilities, hospital, housekeeping, workforce, outsourced services, sanitation, services Introduction It is an established fact that environmental cleaning reduces hospital-acquired infections and patient length of stay. Quality assurance is inbuilt in the contracts including bid evaluation criteria for selecting competent agencies and penal provisions such as in case of adverse report (INR 10,000) and unsatisfactory survey reporting (1% of monthly payment). Outsourcing requires robust contracts to ensure quality control and acceptable performance by outsource .agency. Workforce included managerial cadres