

All India Institute of Medical Sciences

Veerbhadra Marg, Pashulok,

Rishikesh-249203



Tender Document for Hospital Laundry Service (Except for OT & ICU)

AIIMS Rishikesh

Ref. No.	:	24/Laundry/320(ii)/2018-Rish(Admn)
Publishing Date	:	05-04-2018 at 9.00 AM
Pre-Bid Meeting	:	13-04-2018 at 3.00 PM
Bid Submission Start Date	:	18-04-2018 at 9.00 AM
Last Date of Bid Submission:	:	03-05-2018 at 3.00 PM
Bid Opening	:	07-05-2018 at 3.30 PM

Tender documents may be downloaded from institute's web site www.aiimsrishikesh.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>

TENDER NOTICE

**Hospital Laundry services (Except OT & ICU)
AIIMS Rishikesh, Virbhadr Marg, Rishikesh, Dehradun
Dated:05-04-2018**

1. E-tenders in Two Bids (Technical & Financial) are invited on behalf of the Director, All India Institute of Medical Sciences, Rishikesh from interested and eligible parties for providing **Hospital Laundry services (Except OT & ICU)** at AIIMS Rishikesh for a period of one year which can be extended further based on the services of the service provider.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.
3. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at [0135-2462915](tel:0135-2462915).
4. Service provider/Service provider/Bidders are advised to follow the instructions provided in the 'Instructions to the Service providers/Service provider/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>'.
5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
6. Hard Copy of original technical bid with earnest money deposit and tender fee etc. must be delivered to AIIMS Rishikesh on or before last date/time of Bid Submission as mentioned above. The bid without EMD and tender fee will be summarily rejected. The scanned copy of the EMD and Tender fee should be attached in the technical bid.
7. The tender shall be submitted online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

8. Any future clarification and/or corrigendum(s) shall be communicated through Administrative Officer on the AIIMS Rishikesh website: www.aiimsrishikesh.edu.in. And other Central Government Procurement Websites (*subject to its access of AIIMS Rishikesh*). The bidders are required to regularly check the website to know about any/all such corrigendum(s) as only these bids, taking care of such corrigendum(s) shall be considered for finalisation of the tender.
9. Bidder should necessarily enclose a covering letter mentioning a summary of applied document with proper numbering. Secondly, bid should also attach a compliance sheet as per specification mentioning that they are complying to all specification or have any variation.
10. The pre bid conference would be held on **13-04-2018 at 03.00 PM** in the office of Tender Opening Room, AIIMS Rishikesh. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their service provider on the firm's letter head. They are required to put their query in writing before the committee and submit the same in writing on its letter head.

11. All the duly filled/completed pages of the tender should be given serial /page number on each page and signed by the owner of the service provider or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender. A copy of the terms & conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms & conditions. Tender with unsigned pages/incomplete/partial/part of tender if submitted will be rejected out rightly.

12. Any omission in filling the columns of Financial Bid form (Schedule of Rates) shall debar a tender from being considered. Rates should be filled up carefully by the service provider. All corrections in this schedule must be duly attested by full signature of the service providers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.

13.(i) **Bid Security:** -The bidder shall pay the respective amount of Bid Security (EMD) of **Rs. 20,000/- (Rs. Twenty Thousand Only)** along with the Technical Bid by way of demand draft/FD/TD/CD in favour of "AIIMS Rishikesh" drawn on any Nationalized Bank/ Scheduled Bank and payable at Rishikesh and must be valid for (6) six month. Bids received without tender fees and Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc. at any stage. The original EMD will be put in cover-I containing with Technical bid.

- a) The Public Sector Undertaking of the Central/State Govt./MSEs/MSME/Registered with Central Purchase Organization are exempted from furnishing Earnest Money along with tender, **subject to submission of its valid proof.**
- b) The firms Registered with DGS & D/SSI and any approved source of Centre/States Govt. are not exempted from furnishing Earnest Money in so far as this institute is concerned.
- c) Earnest Money deposited with AIIMS Rishikesh in connection with any other tender enquiry even if for same/similar material / Stores by the service provider will not be considered against this tender.

(ii) EMD is required to protect the AIIMS Rishikesh against the risk of Bidders conduct. The EMD will be forfeited if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to the notice that the information/documents furnished in its tender is incorrect or false.

14. The bid security (EMD) without interest shall be returned to the unsuccessful bidders after finalization of contract with successful bidder.

15. Bidders are not allowed to submit more than one bid for the same/similar tendered item else all his bids shall be cancelled thereby making him disqualified in addition to the forfeiture of the EMD.

16. The successful bidders have to execute a contract on Indian non judicial stamp paper of Rs.100/- (Rupees one hundred only) within twenty-one (21) days from the date of award of this tender in his favour and also required to furnish the **Security Deposit of Rs. 2,00,000/- (Rs. Two Lac)** in the form of FD/BG/TD/CD for **three months extra of the contract period** from any Nationalised/Schedule bank duly pledged in favour of AIIMS Rishikesh & payable at Rishikesh only. The EMD deposited by successful bidder may be adjusted towards Security Deposit as demanded above after its validation for the required period. If the successful bidder fails to furnish the full security deposit or difference amount between Security Deposit and EMD within 21 (twenty-one) days after the issue of **Letter of Award** of Work, his bid security (EMD) shall be forfeited and award of tender in suppliers favour automatically stands terminated at his cost & liability, unless time extension has been granted by AIIMS Rishikesh.

17. The EMD/PBG shall be forfeited if successful bidder fails to resume laundry service (OT & ICU)s in stipulated time or fails to comply with any of the terms & conditions of the contract or fail to sign the contract.
18. The bid shall be valid and open for acceptance by the competent authority of AIIMS Rishikesh for a period of 180 (one hundred eighty) days from the published date of opening of the tenders and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidders shall be entertained. The unilateral withdraw at any stage will cause forfeiture of EMD in addition to any remedy that the AIIMS Rishikesh may have under the law.
19. To assist in the analysis, evaluation and computation of the bids, the Competent Authority, may ask bidders individually for clarification of their bids. The request for Clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
20. After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions of the contract and who has quoted the lowest rate as per financial bid after complying with the all the Acts / provisions stated / referred to for adherence in the tender.
21. The competent authority of AIIMS Rishikesh reserves all rights to accept or reject any/ all tender(s) without assigning any reason. It can also impose/relax any administrative term and condition/specifications of the tender enquiry after due discussion in pre-bid conference. This will be communicated and shown over the website of the Institute. No representation will be considered after pre-bid meeting and **bidders may ensure its queries only in pre-bid meeting.** AIIMS Rishikesh also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
22. Tender must be submitted on the prescribed Tender Form otherwise tender will be cancelled straightway.
23. The tender form is not transferable.
24. Canvassing in any form is strictly prohibited and the service providers who are found canvassing are liable to have their tenders rejected out rightly.
25. It is required by all concerned, namely the Bidders/Suppliers, as the case may be to observe highest standard of ethics during the procurement and execution of this Tender.
26. The bidders should have furnished a copy of GST/S.T. /C.S.T./VAT registration number, the State / U.T. of registration and the date of such registration. Tenders not complying with this condition will be rejected.
27. **Turnover provisions:** - (i) The service providers should submit along with the tender, a photo state copy of the last three years Annual Accounts with Audit certificate by Chartered Accountant, Income Tax returns and a copy of current valid income tax clearance certificate (IT CC), otherwise bidder will not be considered for administrative evaluation (in evaluation of Technical bid) and will be declared **disqualified** in technical evaluation.
- (ii) In case of bidder falls under Section 44AD/44ADA/44AE of Income Tax shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India.
- (iii) In case of supplier is an Indian Agent, the service provider can submit copies of purchase orders issued in favour of service provider (*As the payment is made through LC directly to foreign*

manufacturer and equipment payment does not exist in the book of account of the supplier) in support to its turnover whatever amount is getting short.

(iv) There will be relaxation on turnover on *case to case* basis for **Start-up firms** registered by Government of India under Start-ups scheme as per orders of Ministry of Commerce, Government of India.

IMPORTANCE

The importance of running a hospital laundry services needs no emphasis as it accords to reasonable cost to the patient. The importance of a clean environment and linen for optimal patient care has been stressed upon since inception of hospitals. A sick person coming to the alien environment of the hospital gets tremendously influenced and soothed by the aesthetics or cleanliness of the surroundings and the linen. Clean linen is an aid to reduction of hospital acquired infections. The main objective of the laundry service will be to provide better patient care through properly planned and clean linen supplies.

REQUIREMENTS

AIIMS Rishikesh has the requirement to launder/dry-clean the hospital linen, which comprises of big/small linen items both white & coloured, blankets, plastic curtains/tapestry etc. Hospital laundry services has to be functional on all days in one or more shifts depending on workload. The washed linen will be delivered within 36 hours of receipt for processing.

WORKLOAD

It is intended to temporarily outsource the operations of ‘Hospital Laundry services (Except OT & ICU)’ for AIIMS Rishikesh, washing (without any remnants of stains) & pressing of soiled linen items like bed sheets, pillow covers, towels of varying sizes, wrappers, leggings, gowns, hospital dress like shirts/pants/kurtas/pyjamas of various sizes, **hostel and guest house** etc,. This temporary arrangement may be to continue for a period of 12 months, which may be further extended by a written order. The quantity of linen items to be washed at present is approximately 500 pieces per day. This quantity is likely to increase with the addition of new beds/centres/patient care facilities. This tender for laundry service is non-exclusive and more than one service provider may be engaged by AIIMS Rishikesh for such service at any time.

RESPONSIBILITY

(i) Processes to be undertaken

1. Collection and transport of dirty linen: Service provider will be responsible for collection of dirty linen from different user areas and transport the same to its laundry complex.
2. Sorting, processing of used linen with standard laundering processes including finishing, packing, transportation & delivery of washed linen in a covered trolley to the user area daily.
3. Service provider will identify torn linen at the time of collection, process & wash them. Only torn linen will be replaced by the institute.
4. The service provider will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in laundry, as per the norms of Local authorities/ Governing Body.
5. Separate carts for transport and storage of dirty & washed linen will be used. The hampers or carts to transport soiled linen should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean linen.

6. The service provider will process linen as per approved washing procedure and approved washing formulae.
7. Standard universal precautions/protocol to be followed while collecting & handling infected/soiled linen.
8. Bio-Medical Waste management rules, wherever applicable will be followed by the service provider.
9. The job includes sluicing, washing, hydro-extraction (if required), drying, ironing, storing, repairing and issue of cleaned linen.

Note: Please refer to respective guidelines attached in the tender documents at page 12-14

(ii) Manpower

- a) **Adequacy & training:** The service provider shall employ adequate number of well trained staff. Service provider will provide uniforms, aprons and other protective gear to ensure proper protection to all workers. All workers will be immunized by the service provider before employment & during the course of employment as & when needed. All personnel involved in collection, transport, sorting, and washing of soiled textiles should be consistently & appropriately trained at frequent intervals specially for the use of appropriate personal protective equipment (PPE) and be supervised to assure compliance with protective procedures.
- b) **Medical examination of staff:** The service provider shall employ only those persons in the laundry who are found to be medically fit. AIIMS Rishikesh reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by AIIMS Rishikesh on medical examination of such employees, shall be borne and paid by the service provider.
- c) **Wages to employees and Insurance:** The service provider shall comply with the laws applicable to employees working in the laundry regarding working hours, minimum wages, safety, cleanliness, leave, over time allowances, provident fund, retrenchment benefit, medical benefit like ESI etc. If on account of non-compliance with the provisions of any such laws, AIIMS Rishikesh is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the service provider shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable to Institute to the service provider.

The service provider will sign an Indemnity Bond in favour of AIIMS Rishikesh to this effect. Police verification of employees should also be done by service provider.

(iii) Condemnation & Replacement of torn linen: Condemnation of torn/useless linen will be done by the Institute and replacement with new linen will be done by the Institute. The service provider will sort out linen (after collection) which is beyond repair. The list will be verified by AIIMS, representative and equal no. of fresh linen pieces will be issued daily to make up for this torn linen.

(iv) Washing Chemicals/Detergents

The service provider shall be responsible for procurement of all the detergents/washing chemicals of the specification as per approved washing formula (**enzyme based detergents to be used**). The institute authorities can make surprise check to verify that the items used are as per approved formula and right quantity of these are being used.

(v) Cleanliness

It shall be the responsibility of the service provider to employ adequate number of cleaners and sweepers and provide them with adequate and necessary equipment/ materials for keeping the laundry scrupulously clean and in a sanitary condition to the satisfaction of the institute authorities. Anti rodent and pest control measures will also be strictly followed and it will be the responsibility of the service provider to ensure that its premises are free of these.

(vi) Security and safety

The AIIMS Hospital shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said Laundry store by the vendor. The general safety & ensuring fire safety of the premises is the responsibility of the service provider.

TERMS OF PAYMENT

The monthly bill at agreed rate with complete linen wise break up will be raised by the service provider, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by AIIMS Rishikesh.

SUPERVISION & QUALITY CONTROL

- A. AIIMS Rishikesh management shall have the right to terminate the contract of the services rendered by the service provider, which are not of the requisite standard.
- B. Management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
- C. AIIMS Rishikesh authorities will have unfettered right to inspect the premise, process of laundry, finished product at anytime and the service provider will cooperate with the authorities.
- D. Designated officials of AIIMS Rishikesh will have unfettered right to enter the Laundry premise at any time in order to inspect electric, water and sanitary installations, which may be found necessary from time to time.

PRE-REQUISITE CRITERIA FOR QUALIFICATION

1. **Location:** Agency should be preferably based in nearby location. In case of outside agencies, they must have their registered branch office in District Dehradun or Haridwar. (Documentary proof required).
2. **Authenticity & Operational Capability:**
 - (a) The service provider should have been in business of providing hospital laundry service (except OT & ICU) in Govt. Hospital/PSU Hospital or a private sector tertiary care hospital / 3 star Hotel with more than 200 bed for a period of at least 3 years. The service provider on a non-judicial stamp paper should give a declaration to the effect. The service provider should also submit list of organization where it is running its service in the last two years. The service provider is required to submit performance report from such organization where it has been providing services in laundry.
 - (b) Surprise/Scheduled visit to the premises where it is running the hospital laundry services by the representatives of the institute shall be made to verify service provider capacity and standing.

- (c) The Service provider will give a certificate that the service provider or any other service provider with similar type of operation with same or some/one of the proprietors being same as of the tendering firm, has not been black listed in the past 2 years by any Government/ private institution.
- (d) The service provider has to give an affidavit on a Non-judicial paper that there is no vigilance/CBI/Police case pending against the firm/ supplier/ or any other service provider with similar type of operation with same or some/one of the proprietors being same as of the tendering firm.

(e) Inspection of facility will be done before awarding the contract.

3. Financial Capability:

- a. Service provider should submit statement of financial standing from an authorized bank. The name of the bank / service provider along with full address should be furnished.
 - b. If the service provider gives a false statement on any of the above information, the service provider/ supplier will not be considered and their quotation / there shall be deemed to be rejected and security deposit will stand forfeited.
4. Each tender should be accompanied by earnest money deposit of Rs 20,000/- (Rupees Twenty thousand only) in form of DD/TD/CD/FD from any nationalized bank (Valid for the period of contract from the date of opening of tender) in favour of AIIMS Rishikesh payable at Rishikesh.

Conditional tenders will be summarily rejected.

In the event of the contract being determined or rescinded under provision of any of the clause/condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS Rishikesh.

GENERAL TERMS & CONDITIONS

- 1) AIIMS Rishikesh reserves all rights to cancel the contract or to withhold the payment in the event of non-commencement or unsatisfactory performance of laundry services. In such eventuality AIIMS Rishikesh further reserves to get the work done from open market or through other agencies. Service provider will also be black listed by the institute for a period of 2 years from participating in such type of tender and his earnest money/security deposit may also be forfeited.
- 2) Any person who is in Govt. Service anywhere or an employee of the institute should not be made a partner to the contract by the service provider directly or indirectly in any manner whatsoever.
- 3) The service provider shall indemnify AIIMS Rishikesh (institute) against all other damages/charges and expenses for which the institute may be held liable or pay on account of the negligence of the service provider or his employees or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
- 4) If any information furnished by service provider is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by AIIMS Rishikesh.

- 5) The individual signing the quotation form or any document forming part of the contract on behalf of 2nd party, shall be responsible to produce a proper power of attorney duly executive in his favour stating that he has authority to bind other such person of the service provider as the case may be in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the institute may, without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership firm, all the partners should sign the quotations. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the agreement on behalf of the company or firm.
- 6) The workers whose services are provided by service provider, shall at least all times and for all purposes be the employees of the service provider and on no account personnel so appointed and recruited by the service provider will have any claim for appointment, continuous recruitment or regularization etc. in AIIMS Rishikesh. The service provider shall comply with the labour laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
- 7) 31) Service provider shall provide training to its employees or ensure training of its employees by Institute as per requirement of providing services based on quality standards.
- 8) The service provider, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of default with reference governing laws..
- 9) In case any person engaged by the service provider is found to be inefficient, quarrelsome, infirm, invalid or found indulging in unlawful or union activities, the service provider will have to replace such person with a suitable substitute at the direction of the competent authority.
- 10) The institute shall not provide any sort of accommodation to the staff or person deployed by the service provider and no cooking/lodging will be allowed in the premises of the institute at any time.
- 11) The laundry services shall be meant for the whole institute (Main Hospital & Centers including IPD, OPD, different Diagnostic blocks, Emergency services, Maternity services, Minor & Major OT's, Administrative block etc. except OT & ICU) or as per the directions of institute authorities from time to time which can further be extended as per the directions of institute authorities from time to time.
- 12) The provision of appropriate manpower, material supplies, required for performing the tasks processes of the hospital laundry services shall be borne by the service provider.
- 13) The complete job of collecting of dirty linen from earmarked place/places to supply of clean linen to earmarked place/places of the hospitals shall be carried out by the service provider. (i.e. sluicing, washing, hydro-extraction, drying, repairing of the linen, ironing/calendaring, storing and issue or distribution of clean linen.
- 14) The service provider will be wholly responsible for providing hospital laundry services (except OT & ICU) in the institute. The linen must be washed and ironed properly upto the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
- 15) The service provider will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.
- 16) Institute will decide the timing of collection of linen, to be followed by the service provider.

- 17) Collection, distribution of linen should be carried out within the period as specified by institute authorities.
- 18) Every worker engaged in Hospital Laundry service shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, the name and designation of the worker provided by the service provider at his own cost.
- 19) The service provider shall not engage the laundry staff below the age of 18 years.
- 20) If any complaint of misbehaviour and misconduct comes into the knowledge of the institute authorities then all such responsibility shall be of the service provider and any loss owing to negligence or mishandling by the laundry staff, the service provider shall himself be responsible to make good for the losses so suffered by the institute.
- 21) The service provider shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the institute premises and near to it.
- 22) No escalation of rates quoted will be allowed during the period of contract. The agency will honour the Fall Clause in case it also gets business in any other establishment.
- 23) The service provider shall not engage any sub-service provider or sublet/transfer the contract to any other agency/person in any manner.
- 24) The service provider shall, for providing proper and hygienically hospital laundry service ensure the following: -
 - i. That a daily report of its staff on duty and about their performance is furnished & maintained.
 - ii. That its staff do not smoke at the place of work.
 - iii. That any specific laundry work assigned to it by AIIMS Rishikesh or any officer authorized by him is carried out by him diligently and well in time.
 - iv. That before using any equipment/appliances or material and products of laundry, it is having the approval of AIIMS Rishikesh to avoid use of any sub-standard material.
 - v. The AIIMS Rishikesh may also furnish that the salary wages shall be distributed in full as per Minimum Wages Act by the service provider to the laundry worker(s) in the presence of a representative of the institute and a certificate to this effect is provided.
- 25) The Institute will deduct Income Tax at source under section 194-c of the Income Tax Act, 1961 from the service provider @ 2% or appropriate amount as applicable of such sum as Income Tax comprised therein.
- 26) In case the agency fails to execute the job after signing the agreement/deed or leave the job before completion of the period of contract at their own accord, the Director shall have the right to forfeit the security money deposited by the agency for the execution of the contract.
- 27) The contract can be terminated by AIIMS Rishikesh by giving one months notice. The service provider if so desire to terminate the contract will be required to give two months notice.
- 28) If the rates of various items are L1 for different Service provider, The AIIMS Rishikesh reserve the right to either accept the L1 of different firm/agencies or will negotiate, the service provider who has the maximum no. of L1 item to lower the rate of other items up to the limit of L1 quoted by other**

firms. In this context, final decision of the committee will be binding to all and no claim in the regard can be entertained.

29) **Applicable Law:**

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing. Any dispute is subject to exclusive jurisdiction of competent court & forum in Rishikesh, Uttarakhand only.

30. **Arbitration:**

Except as otherwise provided under this Contract for immediate termination of the Contract, in the event of a disputes which may be arising out of the execution of this contract, the matter shall be referred to DDA. An Appeal against the decision of the DDA will lie to the Director, AIIMS Rishikesh and his decision will be final and binding upon both the parties.

31. Penalty clauses

- 1) 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: AIIMS Rishikesh reserves the right to impose the penalty as detailed:
- 2) If any linen is found dirty or stained or not washed as per satisfaction of concerned officer of AIIMS Rishikesh then 3 times of contract rate of linen washing on the first occasion.

Note: Attention is invited to relevant parties in this regard to the penalty for the unsatisfactory work and delay in completion of work within the schedule time. The penalty clauses will be strictly imposed for unsatisfactory work or failure to complete the work within schedule time, then service provider may be penalize i.e. 3 times contract rate of linen washing on the first occasion.

- 3) For any major breach of contract, Director or duly constituted committee by Director shall be entitled to impose a penalty to the extent of Rs. 5000/- upon the service provider in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.
- 4) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the service provider.
- 5) In case of any loss or theft/ tearing of linen, it shall be made good by the agency and in event of failure in their part to do so within a period of one month, the loss shall be made good equivalent to purchase cost by getting it adjusted from monthly bill or by encashment of security deposit and if the amount of loss or damage exceeds the amount of security deposit, then the amount will be recovered from the bill in one or more installments.

In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred

to the Arbitrator as appointed by the Director, AIIMS at Rishikesh shall have jurisdiction in connection with any dispute/litigation arising out of this contract. AIIMS Rishikesh reserve the right to cancel the contract and withhold the agreement and get this job to be carried out from other service provider(s) from open market at the competitive rates on repeated faults. The defaulting service provider will be blacklisted and the security deposited by the service provider shall be forfeited.

Cleanliness in Hospital Laundry services

1. The hospital laundry services (except for OT & ICU) can be in house or outsourced. As a rule following items may be cleaned in the laundry
 1. Hospital's linen items (bed sheets, pillow covers, towels of varying sizes (with whole & normal), wrappers, leggings, gowns, patients' hospital dress like shirts/pants/kurtas/pyjamas of various sizes, blankets, mattresses and pillows etc.,)
 2. Other unauthorized items like Staff's personal linen is not cleaned in the hospital laundry.
2. Segregation and Collection of soiled linen is done as per standards
3. All linen after use will be collected in each department / ward and segregated into potentially infective and non infective. The former will include all linen which has been soiled with body fluids and will be kept separately.
4. Personnel working in receiving and sorting area are required to wear a long gown,mask and gloves. He/she should keep his/her hands away from his or her mouth and eyes and thoroughly wash his or her hands when leaving the receiving and sorting area. No eating and drinking is allowed in this area.
5. Sluicing / Treatment of soiled / infected linen
 1. All infected linen / linen soiled with body fluids will be soaked in 0.5% bleaching solution for 30 mins then washed with water & detergent to remove bleach before handing over for washing.
 2. Handing taking over of linen with the laundry staff- The soiled linen is tied into bundles and an entry made. The infected linen is accounted and handed over separately. If possible all linen is inspected for tear and damage at this point to avoid dispute.
6. The linen is washed, dried and ironed by the laundry staff. Infected linen is washed separately. The linen is returned to the health facility where it is properly taken over and a record maintained for the same. Repairs will be carried out on torn linen.
7. Clean linen should be stored in a dry place on racks. Clean linen is transported on a clean trolley.
8. Laundered linen is issued to the patient at the time of admission and taken back at the time of discharge. Linen if soiled by body fluids is frequently changed.
9. Blankets can be dry cleaned or hand washed. Hand-washing can be done by first soaking for 15 minutes in lukewarm water. The soap suds are squeezed through the blanket and then rinsed in cold water at least twice. The blanket should not be twisted or wrung. It should be dried by spreading it on a clean surface.
10. Pillows and mattresses can be washed with soap and water and left to dry in the sun.
11. Linen soiled with faeces pus and blood should be sluiced in 0.5% Bleaching solution in the ward or central storage area for 30 mins followed by washing with clean water & detergent before handing in the service provider it should be washed separately then subjected to boiling with frequent stirring. The addition of 0.3% Washing soda enhances the effect of boiling.

Biomedical wastes categories and their segregation, collection, treatment, processing and disposal options as per Bio-medical Waste Management rules 2016

<u>Category</u>	<u>Type of Waste</u>	<u>Type of Bag or Container to be used</u>	<u>Treatment and Disposal option</u>
Yellow	(f) Chemical Liquid Waste : Liquid waste generated due to use of chemicals in production of biological and used or discarded disinfectants, Silver X-ray film developing liquid, discarded Formalin, infected secretions, aspirated body fluids, liquid from laboratories and floor washings, cleaning, house-keeping and disinfecting activities etc.	Separate collection system leading to effluent treatment system	After resource recovery, the chemical liquid waste shall be pre-treated before mixing with other wastewater. The combined discharge shall conform to the discharge norms given in Schedule- III.
	(g) Discarded linen, mattresses, beddings contaminated with blood or body fluid.	Non-chlorinated yellow plastic bags or suitable packing material	Non-chlorinated chemical disinfection followed by incineration or Plazma Pyrolysis or for energy recovery. In absence of above facilities, shredding or mutilation or combination of sterilization and shredding. Treated waste to be sent for energy recovery or incineration or Plazma Pyrolysis.

Preparation of Chlorine Solution as per as per Swachhta Abhiyan Guidelines for Public Health Facilities

1. Preparation of Chlorine solution using Hypochlorite Solution

Concentration of commercially available hypochlorite solution	Required Chlorine Solution	To prepare 1000ml	
		Solution in ml	Add water in ml
5%	2%	400	600
	1%	200	800
	0.50%	100	900
10%	0.50%	50	950
	1%	100	900
	2%	200	800

1. Preparation of Chlorine solution using Bleaching Powder Solution

PREPARATION OF DILUTE SOLUTIONS OF BLEACHING POWDER			
Strength of SBP (Stable Bleaching Powder)	Volume of water	Desired concentration	Bleaching powder in gm per litre
20%	1 litre	0.50%	25
		1%	50
		2%	100
		5%	250
		10%	500
25%	1 litre	0.50%	20
		1%	40
		2%	80
		5%	200
		10%	400
30%	1 litre	0.50%	17
		1%	33
		2%	67
		5%	167
		10%	333

Note: Bleach solution becomes unstable rapidly, hence it needs to be freshly prepared daily or changed on becoming dirty/turbid. Chlorine bleach can be corrosive. Protect metal instruments by thoroughly rinsing them with water after soaking for 10 minutes.

I / We hereby accept the terms and Conditions given in the tender

(Signature & Stamp of the bidder)

(B) Financial terms and conditions

1. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
2. Rates quoted should be inclusive of all applicable taxes, packing, forwarding, postage and transportation charges at for AIIMS Rishikesh (Site of installation/Use). Rates should be mentioned both in figures and in words.
3. The supplier has to submit a notarised affidavit on Indian Non Judicial Stamp Paper of Rs.10/- that the bidder has not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. Therefore, if at any stage it has been found that the supplier has quoted lower rates than those quoted in this tender; the Institute (the AIIMS Rishikesh) would be given the benefit of lower rates by the Supplier and any excess payment if any, will become immediately payable to the AIIMS Rishikesh. If such affidavit is not submitted, tender will be out rightly rejected. ***(Part of technical bid)***

NO DEMURRAGE / WHARFAGE CHARGES WILL BE PAYBALE BY THE INSTITUTE UNDER ANY CIRCUMSTANCES. NO ADVANCE PAYMENT WILL BE PAYABLE FOR CUSTOM CLEARANCE/ FREIGHT/INSURANCE ETC

Note: In case of any dispute regarding award of tender, decision of AIIMS Administration would be final.

I / We hereby accept the terms and Conditions given in the tender

(Signature & Stamp of the bidder)

(Documents to be attached in the “Technical Bid”)

TENDER FOR PROVIDING “Hospital Laundry service (Except For OT & ICU) “ TO AIIMS RISHIKESH”

**(Documents related to Eligibility Criteria)
TECHNICAL BID**

1. Name & Address of the Service provider Organization/Agency with phone number, email etc. <u>and</u> name, address and telephone/mobile number of contact office at Rishikesh.	
2. The tender should have experience of providing hospital laundry service (Except for OT & ICU) in Govt. Hospital/PSU Hospital or a private sector tertiary care hospital/3star Hotel with more than 200 bed/Hotels with at least 3-star rating for a period of at least 3 years . The bidder should give a declaration to this effect on letter head. The bidder should give a list of organizations for which it was rendering hospital laundry services as mentioned above along with satisfactory performance certificate from such organizations.	
3. Are you covered by the labour Legislations, such as, ESI, EPF Act etc.	
4. Please give EPF Regn No: ESI Code:	
5. Please attach copy of last three year Return of Income Tax	
6. Please attach balance sheet (<i>duly certified by Chartered Accountant</i>) for last three (3) years (Annual minimum turnover should not be less than 5 Lakh	
7. PAN No. (Please attach copy)	
8. VAT No. (Please attach copy)	
9. Agency should have registered office in Dehradun or Haridwar district. (Documentary Proof Required)	
10. Trade License No. (Please attach copy)	
11. Please attached details of equipment asked in the tender with make and model.	
12. GST Registration No. (Please attach copy)	
13. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document with technical bid. Otherwise your tender will be rejected.	
14. Power of Attorney/authorization for signing the bid documents	
15. Please submit a notarized affidavit on Indian Non judicial stamp paper of Rs. 10/- that no case is pending with the police	

<p>against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Please also declare that proprietor/service provider has never been black listed or debarred for participating in tender by any organization.</p>	
<p>16. Details of the FD/TD/CD Rs. 20,000/- (Rupees Twenty Thousand only) towards of bid security (EMD).</p> <p>DD/FD/TD/CD No:</p> <p>Date:</p> <p>Payable at-</p>	<p>Detail of cost of Tender for Rs. 1180/- (if downloaded from website)</p> <p>DD No.</p> <p>Date:</p> <p>Payable at-</p>

Undertaking

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this Tender.
2. I/We shall supply the items of requisite quality and quantity at given rate in timely manner.
3. I/We also confirm service provider that in the event of my/our tender being accepted, I/we hereby undertake to furnish within 15 days, Bank Guarantee/ Performance Security after the issue of Purchase Order, as applicable, in the format to be provided by AIIMS Rishikesh in addition to execution of a Contract as pre-condition for obtaining the supply orders.
4. I/We further undertake that none of the Proprietor/Partners/Directors of the service provider was or is Proprietor or Partner or Director of any service provider with whom the Government have banned /suspended business dealings. I/We further undertake to report to the AIIMS Rishikesh immediately after we are informed but in any case not later 15 days, if any service provider in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a service provider which is banned/suspended in future during the currency of the Contract with you.
5. I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.

(Signature of the Bidder)

Name:

Designation with Seal of the Firm:

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- Please note the Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG Tender No. : formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key
- Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid Tender No. : summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120- 4001002.

List of Tentative Monthly Qty. to be washed

Sl. No.	Name of the linen item	Tentative Qty. (monthly)
01	Bed Sheets	3500
02	Blankets Woolen	2000
03	Blanket Cover	50
04	Draw Sheet	1500
05	Pillow Covers	1500
06	Mackintosh	300
07	Towels of Varying sizes	250
08	Kurta of Varying sizes	1500
09	Payjama of Varying sizes	1500
10	Cut Sheets	200
11	Baby Frock	100
12	Legging	100
13	Apron	200
14	Baby Blanket	50
15	Baby Blanket Cover	50
16	Curtain	100
17	Trolley Cover	50
18	Napkin	50
19	Gown	50
20	Side screen Cloth	100
21	Laundry Bag	10