

# All India Institute of Medical Sciences

## Rishikesh-249203



### Tender document for Outsourcing of Laundry services at AIIMS, Rishikesh

Ref. No.	:	47/01/2020-21/Laundry Services/RIS/ES-51
Publishing Date	:	14/05/2020 at 03:00 PM
Pre-Bid Meeting	:	20/05/2020 at 03:00 PM
Bid Submission Start Date	:	14/05/2020 at 03:00 PM
Last Date of Bid Submission	:	25/05/2020 at 03:00 PM
Bid Opening	:	26/05/2020 at 03:00 PM

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

## NOTICE INVITING TENDER

For

“Outsourcing of Laundry Services”

At

AIIMS, Rishikesh,

Dated...14.05.2020

**Subject:- E-TENDER FOR OUTSOURCING OF LAUNDRY SERVICES AT AIIMS RISHIKESH.**

All India Institute of Medical Sciences (AIIMS), Rishikesh invites bids through E-Tender for outsourcing of Laundry services at AIIMS Rishikesh.

The bids will consist of two packets: Packet-A and Packet-B. Packet-A will consist of Technical and other conditions as laid down in the Bid document. Packet-B shall consist of the Financial Bid as per conditions laid down in the Bid document.

Bidders are required to deposit an amount of Rs 5,00,000/- (Rs. Five Lakh only) as EMD through UTR of RTGS prior to submission of E-Tender. The E-receipts for the same shall be uploaded along with tender document. Bids uploaded without E-receipt of EMD shall not be entertained.

The Notice inviting bid along with instructions to bidders, Scope of Work, eligibility criteria, system of award of licence, agreement, etc. form part of the bid document.

TENDER NOTICE

For

“Outsourcing of Laundry services in AIIMS Rishikesh premises”

AIIMS, Rishikesh, Virbhadra Marg, Rishikesh, Dehradun

1. E-tenders in Two Bids (Technical & Financial) basis are invited on behalf of the Director, All India Institute of Medical Sciences, Rishikesh from interested and eligible Companies/Firms/Agencies for establishment of Laundry services at AIIMS Rishikesh.
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 in 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. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer/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. Bid can only be submitted after depositing tender fee in favour of AIIMS Rishikesh and uploading the mandatory scanned documents such as UTR number of RTGS payment towards EMD in favor of AIIMS Rishikesh in following bank account.
  - a) Bank Name: - Punjab National Bank
  - b) Branch Name: - PNB Pashulok
  - c) Account Number: - 6189000100021125
  - d) IFSC Code: - PUNB0618900
  - e)
7. Soft Copy of original (EMD) earnest money deposit and tender fee etc. must be sent through email 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 (UTR Number of RTGS) should be attached in the technical bid. Contractor should upload documents in the form of PDF format only and scan copy of all the documents should be submitted through email before the last date of submission of Bid on following mail address.

[se@aiimsrishikesh.edu.in](mailto:se@aiimsrishikesh.edu.in)

8. 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 (Bid) submitted by Telegram/Fax/ Email shall not be considered. No correspondence will be entertained in this matter.

9. Any future clarification and/or corrigendum(s) shall be communicated through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app> or AIIMS, Rishikesh website: [www.aiimsrishikesh.edu.in](http://www.aiimsrishikesh.edu.in). 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.

10. 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 with all specifications or have any variation.
11. The pre bid conference would be held on 20.05.2020 at 03.00 PM in the office of Executive Engineer, AIIMS, Rishikesh. All firm's representative who are attending the pre bid meeting, shall produce an authorization letter from their firm 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.
12. 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 firm 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.
13. 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 tenderer. All corrections in this schedule must be duly attested by full signature of the tenderers. The corrections made by using fluid and overwriting will not be accepted and tender would be rejected.

#### **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**

- a. 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.
- b. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c. 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.
- d. 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.
- e. 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.
- f. 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**

- a. 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.

- b. 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.
- c. 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**

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c. 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.
- d. 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.
- e. 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**

- a. 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.
- b. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- d. 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.
- e. 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.
- f. 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.

- g. 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
- h. 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.
- i. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- j. 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.
- k. 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**

- a. 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.
- b. 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

## SCOPE OF WORK:

1. Laundry/dry-clean the hospital linen, which comprises of big/small linen items both white & colored, blankets, plastic curtains/tapestry etc.
2. **Objective of Contract**
  - a. Establish system of laundry services at AIIMS Rishikesh excluding machines available as per list enclosed as Annexure AA.
  - b. To provide clean, stain free, washed, clean and ironed linen to all areas of Institute
  - c. Transportation of linen from different areas in institute to and from Laundry.
- i. **Scope of Contract (Brief)**

The contractor has to carry out laundry services for the Institute. Keep the laundry and its equipment, machines fixtures in good and clean condition. All the laundry equipment and their maintenance, manpower and chemicals, reagents, HSD for boiler and other material for laundry services within the scope of this contract is the responsibility of contractor. Agency has to collect the dirty linen daily in the morning from wards and all other departments and twice from OT 's or as required. Washed linen has to be stain free, folded, ironed, mended and returned to respective areas within 24 hours. Agency has to provide uniform to his workers. The Penalty will be imposed on the contractor in case of breach of any terms of tender as per the penalty clause.
- ii. Period of evaluation: Quarterly
- iii. Performance indicator

## WORKLOAD

The quantity of linen items to be washed at present is approximately 2000- 4000 pieces per day. This quantity is likely to vary with the addition of new center and other patient care facilities.

## RESPONSIBILITY

### Processes to be undertaken

- a. Collection and transport of dirty linen: Vendor will be responsible for collection of dirty linen from the different user areas and transport the same to laundry complex in covered trolley.
- b. Sorting, stain removal, sanitization, processing of used linen with standard laundering processes including mending, repairing (if required), finishing & packing. Transportation & delivery of washed clothes in a covered trolley to the user area daily.
- c. Linen should be sluiced /washed, ironed and handed over to user departments on daily basis.
- d. Any specific infected linen should be processed as per specified guidelines. Covid or other infectious disease linen should be collected in puncture proof bags separately and transported in covered linen trolleys to Laundry. Such linen should be disinfected at specified area in laundry and then washed as per guidelines issued by Institute as well as Ministry of Health and Family welfare.
- e. Such linen after being washed, dried and ironed shall have to be delivered back to the respective units from where they have been collected, at such intervals

that may be prescribed to him, and in case, linen belonging to the Operation Theatre, Labour Room, Minor Operation Theatre, Casualty and other critical areas, the same shall have to be delivered back as fast as possible, but not later than one day or as on requirement basis.

- f. Woolen items and blankets shall essentially be dry washed and any other items requiring special treatments due to the nature of fabric shall have to be treated accordingly.
- g. Tenderer should use mechanical washing and drying facilities. Washing & drying by hand will not be acceptable
- h. Vendor will identify torn linen at the time of collection, process, wash and repair them by their own tailor.
- i. If any item / linen is delivered damaged / torn after being handled washed / dried / treated / ironed by the tenderer / agency, the same shall be rejected by the competent authority of the hospital. In such cases the tenderer / agency shall have to replace the items with fresh ones of the same quality or pay the price of such items at the relevant market price and the decision of the authority in this regard shall be final and binding.
- j. The list of linen which are currently used in the hospital are to be washed, dried and ironed, are appended herewith in the schedule, and the tenderer / agency shall have to quote the rate against each item as per **the list (Annexure)** without which the tender shall be rejected.
- k. The tenderer / agency shall be liable to wash/ dry / iron, etc. newer linen / newer types of linen which may be introduced in the hospital, time to time, on comparable terms and conditions
- l. The vendor will be responsible for safe disposal of left over chemicals & other washing materials and other garbage produced in laundry as per guidelines..
- m. Separate carts for transport & storage of dirty & washed linen will be used. The hampers or carts to transport soiled textiles should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean textiles.
- n. The vendor will process linen as per approved washing procedure and washing formulae as approved by Institute.
- o. Standard universal precautions to be followed while collecting & handling infected/soiled linen.
- p. Institute has set up mechanized laundry plant with required laundry equipment inside the Hospital campus at the place assigned/provided by the Hospital Authority. Vendor shall use it cautiously with appropriate preventive maintenance of equipment.
- q. Maintain the linen for the period of contract, which shall, indicatively include its laundering, upkeep, replacements etc. as the case may.
- r. Bio-Medical Waste (Management & Handling) Rules, wherever applicable will be followed by the vendor.
- s. Successful vendor shall follow all quality parameters as issued by Institute time to time.

## Manpower



- a. Adequacy & training: The vendor shall employ adequate number of well-trained staff. Firm will provide uniforms as approved by Institute and other protective gear to ensure proper protection to all workers. All personnel involved in collection, transport, sorting, and washing of soiled textiles should be consistently & appropriately trained at frequent intervals especially for the use of standard precautions, appropriate personal protective equipment (PPE) etc., and be supervised to assure compliance with protective procedures.
- b. Medical examination of staff: All workers must have their medical check-up at time of joining and periodically thereafter as per Institute policy. The vendor shall employ only those persons in the laundry who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. All workers must be immunized by the firm before employment & during the course of employment as per guidelines. Expenses, if any incurred by the AIIMS Rishikesh on medical examination of such employees, shall be borne and paid by the vendor.

### **Equipment and Maintenance**

- a. The Institute has set up mechanized laundry plant inside the Hospital campus at the place assigned/provided by the Hospital Authority.
- b. All machines installed by Institute will be maintained by the successful vendor as per manufacturer's guidelines. The vendor will also be responsible for maintaining the laundry equipment in working condition throughout the contract period.

### **Washing Chemicals/Detergents**

The vendor shall be responsible for procurement of all the detergents/washing chemicals preferably enzyme based or other consumables of the specification as per approved washing formula, approved by Institution (only from laboratory tested reputed firms as mentioned in tender document and ISI marked where ever possible). The Institutes authorities can make surprise check to verify that the items used are as per approved formula and right quantity of these are being used.

### **Cleanliness**

It shall be the responsibility of the vendor to employ adequate number of cleaners and sweepers and provide them with adequate and necessary equipments/ 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 vendor to ensure that premises are free of these.

### **Security and safety**

AIIMS Rishikesh 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 premises provided to the vendor should only be used for the purpose as

mentioned in the contract (i.e. Laundry services for AIIMS Rishikesh only). Under no circumstances, the premises are to be used for any other purpose, then what has been mentioned in the contract. The general safety & ensuring fire safety of the premises is the responsibility of the contractor.

## **COMMITMENTS BY THE HOSPITAL**

(i) Space requirement

Place with equipment installed for the Laundry will be provided by the AIIMS Rishikesh to the vendor for a specified period of contract.

(ii) Electricity and Water Supply:

These will be provided by the Institute for operations of laundry machines, general lighting & ventilation in the premises. The firm will however use these judiciously and will ensure that there is no wastage.

(iii) Condemnation & Replacement of torn linen

Condemnation of torn/useless linen will be done by the Institute and replacement also with new linen will be done by the Institute. The vendor will sort out linen (after collection) which is beyond repair, which will be verified by AIIMS representative & will be replaced by equal no./ type of cloths. Equal no. of new linen pieces will be issued to make up for this torn linen.

## **SUPERVISION & QUALITY CONTROL**

- a. AIIMS management shall have the right to terminate the contract of the services rendered by the vendor, 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 authorities will have unfettered right to inspect the premise, process of laundry, finished product at any time and the vendor will cooperate with the authorities.
- d. Designated officials of AIIMS will have unfettered right to enter the Laundry premise at any time in order to inspect and execute, any structural additions and alterations . Repairs to the said laundry premises, repairs to electric, water and sanitary installations including laundry equipment, which may be found necessary from time to time will be done by Vendor.

## **PREREQUISITE CRITERIA FOR QUALIFICATION**

### **Authenticity & Operational Capability:**

The tenderer should have been in business in govt. hospital//PSU/ private sector. Tenderer should have experience of working in 750 bed hospital for a period of at least for 5 years in laundry service for which the quotation / tender are submitted. There will be relaxation 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, govt of India. The vendor on a non– judicial stamp paper should give a declaration to this effect. The vendor is required to submit performance report from such organization where it has been providing services in laundry.

- a. The Vendor will give a certificate that the firm or any other firm 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 3 yrs. by any Government/ private institution.
- b. The vendor has to give an affidavit on a Non –judicial paper that there is no vigilance / CBI case pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm.

### **Financial Capability:**

- a. Vendor should submit statement of financial standing from an authorized bank. The name of the bank / firm along with full address should be furnished. Start-ups may submit its start-up registration for consideration (Relaxation in turnover can be considered as the case may be, subject to fulfilment of other conditions. However, it will not be mandatory)
  - b. If the tenderer gives a false statement on any of the above information, the firm / supplier will not be considered and their quotation.
1. The annual average turnover of services provided by the bidder should not be less than Rs. 5 Crores from Laundry services during the last three financial year as per their audit books of accounts/Tax Returns.
  2. The Bidder shall have at least 5 years' experience of Laundry services in 750 bedded hospital.
  3. Joint Venture/ Consortium with existing equipment provider at laundry in AIIMS Rishikesh is allowed to participate in the Tender Process.
  4. Tenderer should submit an undertaking on firm's letter head in this regard.
  5. List of the present contract with public and private hospitals.
  6. Authority of person signing documents: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, the Director, AIIMS RISHIKESH may without prejudice to other Civil and

criminal remedies cancel contract and held the signatory liable for all cost and damages.

7. Validity: The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
8. Insolvency etc.: In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, RISHIKESH shall have the power to terminate the contract without any prior notice.

## **GENERAL TERMS & CONDITIONS**

- 1) The 1st party (AIIMS) reserves the right to cancel the contract agreement or to withhold the payment in the event of non-commencement or unsatisfactory performance of the work contract. In such eventuality 1st party further reserves to get the work done from open market or through other agencies. 2nd party (contractor) will also be black listed in the Institute for a period of 3 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 2nd party directly or indirectly in any manner whatsoever.
- 3) The contractor shall indemnify the 1st party (AIIMS) against all other damages/charges and expenses for which the Institute may be held liable or pay on account of the negligence of the 2nd party or his servants 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 2nd party (Contractor) 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 the Principal Employer.
- 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 executed in his favour stating that he has authority to bind other such person of the firm 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 2nd party shall comply with the labour laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
- 7) In every case in which by virtue of the workman's Compensation Act of Institute if obliged to pay compensation to such person employed by the 2nd party in execution of the work of Institute will be entitled to recover from the contractor the amount of compensation so paid.
- 8) The firm will verify the antecedents of all employees working, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the agency shall be made available to the Institute authorities with their bio-data within 15 days from the date of deputing.
- 9) The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 amendment issued thereafter and also submit a copy of such license dully attested in the Institute prior to furnishing the tender/contract. No payments would be released till the contract license is submitted to the Institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws / Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
- 10) The contractor, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.
- 11) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, invalid or found indulging in unlawful or union activities, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
- 12) The Institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging will be allowed in the premises of the Institute at any time.
- 13) The laundry services shall be meant for the whole Institute (Main Hospital & Centres including IPD, OPD, different Diagnostic blocks, Emergency services,

Maternity services, Minor & Major OT's, Administrative block, Medical College, Nursing College, Hostels etc.), or as per the directions of Institute authorities from time to time.

- 14) The provision of appropriate manpower, material supplies, required for performing the tasks processes of the laundry services, shall be borne by the contractor.
- 15) The complete job of collecting of dirty linens from earmarked place/places to supply of cleaned linens to earmarked place/places of the hospitals shall be carried out by the contractor. (i.e. sluicing, washing, hydro-extraction, drying, repairing of the linens, ironing/calendaring, storing and issue or distribution of cleaned linen.
- 16) The tenderer will be wholly responsible for providing laundry services in the Institute. The linen must be washed and ironed properly up to 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.
- 17) The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.
- 18) Institute will decide the timing of collection of linen, to be followed by the vendor.
- 19) Collection, distribution of clothes should be carried out within the period as specified by Institute authorities.
- 20) As and when any situation arise out in violation of any terms and conditions of the contract executed between the parties to terminate or cancel or at the time of expiry of the contract, the contractor will be held responsible to preserve the laundry equipment's intact and handover the same in functional status. Otherwise contractor shall be liable to pay the damages occurred due to any lapse on his part and the amount of the damages of equipment will be deducted from the amount of security deposited.
- 21) Every worker engaged in Laundry services 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 contractor at his own cost.
- 22) The contractor shall not engage the laundry staff below the age of 18 years.
- 23) If any complaint of misbehavior and misconduct comes into the knowledge of the Institute authorities then all such responsibility shall be of the contractor and any

loss owing to negligence or mishandling by the laundry staff, the contractor shall himself be responsible to make good for the losses so suffered by the Institute.

- 24) The contractor 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.
- 25) 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.
- 26) The contractor shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
- 27) The contractor shall, for providing proper and hygienically laundry services, ensure the following:
  - i. Vendor will be responsible for collection of linen for washing from designated areas, transport to laundry and supply clean linen to respective areas timely on daily basis. On certain instances required linen may be demanded on urgent basis.
  - ii. That a daily report of its staff on duty and about their performance is furnished & maintained.
  - iii. That its staff does not smoke at the place of work.
  - iv. That any specific laundry work assigned to it by the Principal Employer or any officer authorized by him is carried out by him diligently and well in time.
  - v. The contractor shall use only specific Chemicals as mentioned herein below:

Kreussler or Diversey or Taski or Ecolab. (to ensure quality and compatibility with existing laundry machinery)
- 28) 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, AIIMS, Rishikesh shall have the right to forfeit the security money deposited by the agency for the execution of the contract.
- 29) The contract can be terminated by the first party (Director, AIIMS, Rishikesh) by giving one month notice. The second party (the contractor) if so desire to terminate the contract will be required to give three month's notice.

- 30) **Period of Contract:** The contract period shall commence on the date of Commencement and shall remain for 1 year. The period is further extendable for a maximum period of 3 years (1 year at a time) on the same terms and conditions and the rates at which the contract is awarded will be valid throughout the contract and no claims whatsoever on account of increases in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the AIIMS RISHIKESH through appropriate reduction of the contracted rates.

### **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, If any linen is found dirty or not washed / unduly torn as per satisfaction of concerned officer of AIIMS Rishikesh and If linen is not supplied to concern area in time bound manner as per Institution policy. AIIMS Rishikesh reserves the right to impose the penalty as detailed in performance matrix under schedule C.

**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. In case the Agency defaults on its obligations through the Key Performance Indicators(KPIs), a penalty shall be levied as mentioned under Schedule C. The total penalty in a month shall not exceed 20% of the monthly invoice value. In case of deduction of maximum penalty( 20% of invoice) for consecutive 3 months, the agency shall be considered for termination or for any action to be taken suitably. he penalty shall be arrived at after reviewing the log books and Performance certificates and shall be deducted from the payments in the following month. In case of exceptional circumstances, the penalty may be deducted from the performance security.

### **Schedule C – Performance Matrix**

<b>Sr. No.</b>	<b>Performance Indicators</b>	<b>Expected Level</b>	<b>Measurement Protocol</b>	<b>Penalty in case of non compliance</b>
1.1	Collection of dirty linen from ward and departments between (as per need and specified in Institutional policy)	At least 90% of time within a month	To be verified from daily Log Book	5 % of the total monthly invoice for the respective facility, for each day



1.2	Linen should be washed in washing machine only	100% of time	To be verified based on inspections	5% of the total monthly invoice for the respective facility, for each day
1.4	Machines and materials available at all times <b>(Schedule A)</b>	100%	To be verified from daily log Book/ Stock Book and weekly (random) inspection by Hospital Manager/ on duty doctor/ ward in-charge	10 % of the total monthly invoice for the respective facility, for each day
1.5	Infected (blood stain) linen to be washed separately	100%	To be verified based on random inspections by hospital Manager/ On duty doctor/ ward in-charge	10 % of the total monthly invoice for the respective facility, for each instance
1.6	Odour and Stains	Odour and stain free linen 95% of times	To be measured based on spot inspections and/ or complaints received for stains/ odour against the total clothes cleaned in a month	10 % of the total monthly invoice for the respective facility, for each instance
1.7	Timeliness of handing over cleaned linen back to Health facility	Within 8 hours for non-infected linen and 12 hours for infected linen.	To be verified based on handover/ takeover time fixed at the Health facility and entered in the daily Log Book	10 % of the total monthly invoice for the respective facility

- 2) 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.
- 3) 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.
- 4) In the event of any dispute arising out in connection with the contract , Jurisdiction of court of law will be Rishikesh

Note:-

Award of work will be awarded to the lowest average rate quoted firm / vendor. In case, similar average rate of two or more vendors, award of work will be given to those vendors who have more work experiences in such type of services.

**Legal Terms & Conditions:**

1. The Tenderer and his staff shall abide by various rules and regulations of AIIMS, RISHIKESH as prevalent from time to time.
2. The Tenderer shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Tenderer in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Tenderer would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.
3. The Tenderer shall submit to AIIMS, RISHIKESH a list of all workers engaged to carry out the similar work, indicating name, age, home address, qualifications, etc., and would also intimate as and when any change takes place. The Tenderer shall not at any time engage any minor to carry out the work under the contract.
4. The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
5. AIIMS, RISHIKESH would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, RISHIKESH rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff. The decision of AIIMS,

RISHIKESH's management in this regard would be final and binding on the Tenderer. In such an event, AIIMS, RISHIKESH shall have the right to engage any other tenderer to carry out the task.

6. The Tenderer and his staff shall comply with all instructions and directions of the AIIMS RISHIKESH authorities given from time to time. In the event of any emergent situation, the staff of the Tenderer shall comply with instructions given by the AIIMS, RISHIKESH authorities, without waiting for confirmation by the Tenderer.
7. Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.

### **Hygiene & Other Standards for the staff provided by the Contractor:**

- Contractor shall be responsible for behaviour and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.
  - Employees should be in proper uniform at time of work. Uniform provided to workers by contractor should be different and distinguish from other categories of Institute staff with name plate, badges, uniform should be approved by Director, AIIMS Rishikesh.
  - The employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, neat shaved etc.
  - Contractor/service provider shall get medical examination and blood samples of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate every six months shall be provided starting from date of start of work.
  - Contractor shall provide its staff, a minimum of three sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.
  - Hygiene of site and equipment
  - Waste Management
  - Storage of products
  - Personal Hygiene
  - Water Quality
  - Cleaning and sanitation
  - Records pertaining to machine cleaning, kiosk cleaning, site cleaning
  - Protective clothing,, not wear watches or other jewellery and the best practices for handwashing
  - A managed approach to Professional Pest Control and safeguard □
  - Hand Hygiene as per International Standards
  - Avoid spreading germs and bacteria due to health conditions
8. **Right of the AIIMS, Rishikesh:** - AIIMS, Rishikesh reserves the right to suitably increase/reduce the scope of work put to this Tender. In case of any ambiguity in

the interpretation of any of the clauses in Tender Document or the contract Document, interpretation of the Clauses made by Deputy Director of AIIMS, Rishikesh shall be final and bindings on all Parties.

9. **Force Majeure:** -

- (i) Neither party shall be deemed to be in breach of this agreement if failure to comply with the requirement of this agreement is due to circumstances beyond the control of AIIMS or Successful vendor.
- (ii) If because of any strike or lockout either in AIIMS or in the Local area, the Successful vendor is unable to function or his business is affected, AIIMS shall not be liable for any loss, which the Successful vendor may suffer in such an event.

**SPECIAL TERMS AND CONDITION AND SCOPE OF WORK**

**PERFORMANCE INDICATOR FOR HOSPITAL LAUNDRY SERVICES**

1. The Institute will provide space, equipment as (as per list annexed as Annexure AA) available on date of calling of tender, electricity and water to the successful tenderer only. Agency will make his own arrangement for rest items, accessories, tools, Chemicals , manpower, machines or equipment's as per actual requirement for trouble free functioning and operations of Laundry services, Soft water plant regeneration and Boiler operations with operator and Fuel. (HSD) will also be done by Agency.
2. The Institute reserves its right to make addition or alteration in terms and conditions of the tender with mutual consent without affecting the basic nature of tender. Medical Superintendent/ /Administration after processing through Contract Review and Finalization Committee of the Institute and subsequent approval from Director can deviate by making any addition/deduction from the schedule of items of work, **tender work** after granting the tender.
3. (a) The successful tenderer shall keep the Laundry in good & clean condition and shall also maintain the machines, furniture and fixture etc. in good serviceable condition nothing extra shall be paid on this account. The successful tenderer will have to install required new equipment at his own cost for the indicated or actual load, whichever is higher for a fully mechanized laundry work including another steam generator of required capacity.  
  
(b) The successful tenderer will have to install additional equipments required for efficient operation of Laundry services, within/ maximum two month of award of contract. The tenderer will have to keep all equipments always in working condition so that the service is not affected. The successful tenderer will ensure that the down time of all the machines is minimal and there is no disruption in the laundry service during the contract period. Break down time of 48 to 72 hours will be allowed for repair of any equipment. The successful tenderer shall make alternative arrangement for washing, drying and ironing of the clothes in case some machinery fails/nonfunctional. Manual washing/Sun drying of linen will not be permitted. No extra payment shall be made for installing additional equipments.

4. All existing Laundry equipment already installed in the AIIMS Rishikesh will be taken over on 'As is where is basis' and shall be maintained by the Service Provider and nothing extra shall be paid on account of maintenance of existing equipment's including consumables and non-consumables.
5. The successful tenderer will furnish the name and aadhar cards of the staff engaged by him within one week from commencement of work. The successful tenderer will also issue identity cards to his worker. His workers shall always display the Identity card while at work.
6. The successful tenderer will get the medical examination and vaccination of his staff done at the start of agreement and periodically as per policy of AIIMS Rishikesh for which he will have to make the payment. The staff of the successful tenderer will be allowed to work in Laundry subject to Medical Fitness.
7. The successful tenderer shall provide uniform to his workers/staff within two weeks of execution of work. The colour and design will be decided by the Institute. The workers shall be in uniform at the time of delivery & collection of linen from any area of institute.
8. The successful tenderer or his authorized representative shall daily report to Laundry Supervisor/ Representative of AIIMS Rishikesh and take instruction's if any, from him every day for the work on a book or register maintained by the successful tenderer exclusively for this purpose which will be produced before authorities of the Institute as and when required.
9. The successful tenderer or his representative will approach Laundry Supervisor/ Representative of AIIMS Rishikesh for any help or any difficulty in Laundry work. Routine notices and instruction will be given by him.
10. The successful tenderer or his representatives will all the time be available in the Laundry during the course of work. **The successful tenderer and his workers will do the laundry work only.**
11. The successful tenderer will collect the dirty linen daily in the morning from all the Wards, Departments and in the morning & evening shift from the operation theatre areas. The linen after stain free washing, ironing, folding, mending (if required) will be returned back by the successful tenderer or his worker to the respective areas next morning. However, in case of any emergency, he may have to deliver the washed linen even on the same day.

#### **PAYMENT & ESCALATION**

- (a) Payment shall be released quarterly against submission of monthly bills in triplicate by the Successful bidder for satisfactory performance of work, which shall be certified by the Deputy Medical Superintendent/Medical Superintendent/Chief Medical Superintendent. The bidder will submit the wage payment statement of workers and their EPF and ESI deposit challan with nomination of employee wages along with the monthly bill.
- (b) Finance department shall make the payment to the successful bidder as per agreement after deduction of income tax or other taxes as applicable, penalty (if any) and other statutory levies from each bill as per rules.
- (c) No escalation in cost shall be allowed during contract period.

- (d) Though , institute will abide by the payment schedule, but due to scarcity of budget , payment may be delayed for which vendor shall not claim any thing on account of delayed payment.
12. Another penalty to a maximum of 20% of the monthly bill may be imposed on the successful tenderer by the Institute in respect of breach of any terms of the agreement i.e. on single case besides penalty clause. The successful tenderer shall compensate the Institute for any liability, which may fall on the Institute on account of breach of any statutory obligations by the successful tenderer or his employees.
  13. The Institute will not accept responsibility for any debts incurred by the successful tenderer while dealing with the employees of the Institute. However, if any employee suffers as a result of negligence on the part of the successful tenderer or his employees all liabilities for damages, cost charges, expenses in that regard shall lie with the successful tenderer.
  14. The Laundry shall work in one shift or more shifts on all weekdays and even on Sunday/holidays as decided in Institutional policy so that there is no shortage of washed linen for use and reserve washed linen is always available on the shelf. Linen will be collected and delivered to all hospital areas in closed trolleys of the tenderer. Infected linen shall be processed separately. Procedure shall be followed as per standard guidelines.
  15. The hospital will also introduce HIS (Hospital Information System) for Hospital Laundry wash record inventory in near future for delivery and collection of linen from various areas of the Hospital as per the requirement. The successful bidder has to cooperate in the implementation of HIS system for the same.
  16. The Service Provider shall ensure computerized data base of entire wash record and shall produce the same to the Institute authorities, as and when asked for.
  17. All the clothes/linen will be washed and cleaned stain free. The standard of wash and cleanliness will be high. All the clothes irrespective of their size will be folded and ironed. The clothes/linen required to be washed will be mostly cotton or terry cot.
  18. White clothes and bed sheets after wash should be actually white of acceptable standard. White linen will not be washed with colored linen. Linen found not properly cleaned and washed, will be recycled / rewashed at the cost of the successful tenderer. For coloured clothes due care will be taken in the washing process so that colour does not fade.
  19. The linen will be washed with care to avoid undue wear and tear. Unfair wear and tear during laundry process or loss of linen in the laundry or in transit will be compensated by the successful tenderer as per cost price to its full value. It will be recovered from the security deposit or other deposits or from pending or subsequent bills of tenderer.
  20. Linen/ clothes authorized by Institute only will be washed in the Hospital laundry. Service provider will not wash any linen / clothes belonging to any individual / agency outside Institute.
  21. The bidder has to maintain a separate clean area in existing space for laundry services for the residential block and guest house.
  22. The successful Tenderer will have a tailor who will be the staff of the successful tenderer to repair the torn linen before issue and he/she will work daily in the Laundry.
  23. The Institute after grant of the tender will not enhance the washing rates and charges or pay any extra amount to the successful tenderer for one year on the ground that the

successful tenderer had misjudged the nature and scope of work or the availability of materials at the time of making his application.

24. All materials and consumables like, soap, bleach, detergents, chemicals, solvents, washing soda, petroleum product , HSD for boiler etc. and any other item required in the laundry will be arranged and provided by the successful tenderer himself. The tenderer will use only specific liquid cleaning chemicals i.e. Kreussler or Diversey or Taski or Ecolab brand. Laundry supervisor / representative of AIIMS Rishikesh will keep check and will not permit use of substandard material which may damage the clothes. The tenderer will have to change the material if directed to do so. Nothing extra shall be payable for consumable or non-consumable items item of any kind.
25. The successful tenderer will have to make his own arrangement for running the boiler and production of required quantity of steam on all working days for washing, drying, ironing etc. The successful tenderer will have to make alternative arrangements for the entire laundry work in case of breakdown of any of the services like water/electricity/ Boiler / steam etc. The institute will however make effort to provide the supply of water and electricity on all days.
26. The machine operators of successful tenderer will use rubber/plastic aprons & gloves protective gear while at work as per guidelines.
27. The wages will be payable by the successful bidder to the workers up to 7th day of every month online in their bank account without waiting for the payment of monthly quarterly bill to successful bidder by the Institute. If the successful bidder fail to do so a fine as decided by Institute will be imposed on the successful bidder. The successful tenderer shall allow inspection of the wage book, the wage slip and the register of fines and deduction of any of his worker at a convenient time and place, after due notice to him for the same.
28. The successful bidder shall work under administrative control of Medical Superintendent/ or nominee.
29. All the correspondence related to agreement shall be addressed to the Director/ Superintendent Engineer or as specified by Institute.
30. Technical bid will contain the credentials of laundry tenderer. The successful tenderer should submit the details of Laundry work undertaken in last three years (2017 — 18, 2018 — 19 & 2019 20). Enclosed experience certificate issued by competent authority of that organization stating quantity and turn over and name of organization etc. on a separate sheet. The tenderer must provide the following additional information with the technical bid.
  - ⇒ Experience in running modern mechanized laundry.
  - ⇒ Experience in hospital laundry work as stated in the document
  - ⇒ List of existing clients of tenderer and period of experience with each client.
  - ⇒ Existing premises of tenderer and details of equipment available.
  - ⇒ Any other information
31. Residential accommodation shall not be provided to the staff of the successful tenderer.
32. The bidder will have to undertake laundry work New areas / New buildings / new departments as the case may be on same rates, terms & conditions. The tenderer may

have to install new laundry equipment or manage the laundry work from the existing laundry. This will depend on the need or as decided by the institute.

33. Woollen items and blankets shall essentially be dry washed and any other items requiring special treatments due to the nature of fabric shall have to be treated accordingly.
34. If any item / linen is delivered damaged / deteriorated / torned after being handled / washed / dried / treated / ironed by the tenderer / agency, the same shall be rejected by the competent authority of the hospital. In such cases the tenderer / agency shall have to replace the items with fresh ones of the same quality or pay the price of such items at the relevant market price failing which recovery of such item shall be made from monthly bill of the agency and the decision in this of the authority in this regard shall be final and binding.
35. The tenderer / agency shall be liable to wash/ dry / iron, etc. newer linen / newer types of linen which may be introduced in the hospital, time to time, on comparable terms and conditions.
36. In charge of respective areas will sign the Log book during exchange of dirty linen with clean linen.
37. The Agency shall incorporate feedback about the services being provided by it in its regular feedback mechanism and collate such feedback from the ward in-charge (or any other person responsible for collection of cleaned linen) on a regular basis.
36. If there is delay in the supply of linen and the hospital has to make alternate arrangement for supply and washing of linen, the cost incurred on the same shall be deducted from the bill of the contractor along with appropriate action as deemed necessary by the competent authority.
- 37 The Tenderer/agency shall use Institute machines for washing, drying, ironing, etc. of the linen. If any other necessary tool, other appliances or equipment is required for working, the same shall be provided by the agency for without any extra cost.

<b>LINEN EXCHANGE RECORD</b>							
<b>Maintain separate logs for different departments (such as OT, Delivery Room, Ward etc.)</b>							
<b>S No.</b>	<b>Department /Area</b>	<b>Date</b>	<b>Number of dirty linen collected (by agency)</b>	<b>Number of clean linen delivered (by agency)</b>	<b>Signature and name (Agency's representative )</b>	<b>Signature and Name (Authority's department DNS/ N/S, Incharge )</b>	<b>Remark (Any torn, dirty linen received, pending items etc.)</b>
1							
2							
3							
4							
5							



6							
7							
8							
9							

38. The Agency should identify torn linen at the time of collection. Only torn linen will be replaced by the Authority.

- a. The Agency shall do the work of sorting, processing of used linen with standard laundering process, including ironing.
- b. Bed sheets, sheets, pillow covers, chair cloths or any other linen to be washed & ironed every day.
- c. Apron used by MOs & Para medical staffs should be washed daily.
- d. The Agency will first treat the infected linen (blood stain etc.) and then clean it in the machine as per the policy and Bio-Medical Waste Management rules, wherever applicable will be followed by the Agency.
- e. Separate carts for transport & storage of dirty & washed linen will be used. Preferably covered trolleys shall be used for transport of linen.
- f. The Agency shall not take any hospital linen outside the Hospital Complex for washing under any circumstances, without the prior permission of the Medical Superintendent. Similarly, the Agency shall use only the premises allotted to it for drying linens.

39. Agency Deploy and ensure requisite and adequately trained personnel (18+ age) at the hospitals.

40. For daily supervision, Agency shall appoint a qualified Supervisor who will ensure that the work is done properly.

41. The bidder or agency shall be responsible to comply will all applicable labour legislation (Compensation, child labor, minimum wages, EPF, ESI or any other Act or Legislation, which may govern the nature of the contract and/or being issued by Central or State Government form time to time) in respect of the manpower appointed or hired by the bidder or agency in respect of execution and implementation of the project and shall indemnify and keep indemnified the authority for any claim, action or demand whatsoever in that regard. It will be the sole responsibility of the Bidder or agency to

42. The Agency shall maintain proper Log Books for the services being provided with adequate details related to services, staff availability and equipment and materials availability (log-book provided by agency shall be issued and certified by authorized person)

43 These Log Books shall be verified and signed by authorized person

44. Daily Inspection: The Hospital Manager / Health Manager/ Person In-charge/ DMS shall inspect services being provided by the Agency on a daily basis with the help of the Health

facility staff. The Hospital Manager shall monitor services in all shifts with at least 8 days of direct monitoring in each shift in a month.

45. Weekly monitoring : Authorized person will do the weekly monitoring on a random basis (at least 4 inspections in a month). The scope of these inspections will include but not limited to checking of the Agency's services, feedback interviews with patients and hospital staff. Finding of these inspections shall be recorded on weekly basis and shared with the Medical Superintendent
46. The agency shall ensure that the person deployed are disciplined and consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act are prohibited.
47. Any misconduct/misbehavior on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to the Hospital Administration.
48. The staff deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Hospital has every right to remove the said person, immediately and responsibility if any to be borne by the Agency.
49. The Agency shall arrange for required number of overhead tanks for water storage and install submersible pump/motor for arrangement of water consistently.
50. Any types of pipes and taps or any other required equipment for supporting the washing activity will be taken care by Agency.
51. Any other damage/pilferage to the hospital property due to mishandling, carelessness of the Agency or his workmen will be recoverable from the Agency's bill.

**The job will be entrusted on the basis of all-inclusive rate contract on as is where is and competitive rates basis.**

52. The Soiled Linen shall be collected by the contractor at the prescribed time all the concerned department under proper acknowledgment in duplicate (One copy for the concerned department and the other copy for the contractor). The washed & pressed linen as detailed above shall be delivered by the personnel of contractor to the concerned department at the prescribed time under proper acknowledgment. AIIMS, Rishikesh will not provide any space or personnel or transportation or material or any other support or infrastructure to the Contractor to execute his work.
53. The Contractor is solely responsible for any loss, damage, discoloration, bleeding of colour, fading of prints, wear & tear, etc., to the linen and the cost of the same will be recovered from the payment due to him in the first instance and may also be adjusted against the security deposit.

54. The timing of collection of linen will be regularly in the morning and evening hours of the day and distribution of the cleaned and ironed linen will be in the evening and / or in the next morning depending upon the quantum of linens as per the need of the AIIMS Rishikesh
55. Wear & tear if noted during the collection of cloths must be pointed out to concern department. Defect if any found later on will be the responsibility of the Contractor, and Contractor is liable to provide the new cloth in place of such defective piece. Daily record during collection of dirty linen items/distribution of Cleaned washed and ironed linen items should be maintained in the department wise registers duly signed by the representative of Contractor and Department official, who is looking after the day to day transaction of such linen items. The bills in the end of the each month with department wise details must submitted and in support the register mentioned above if desired to place before any time to administration during scrutiny of Bill of the Contractor for necessary verification.
56. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
57. No advance shall be paid. Bills of laundry services may be raised in triplicate by the contractor on monthly basis duly supported by daily transaction statement of issue and receipt which will be paid quarterly.
58. In case of breach of any terms and conditions attached to the contract, the performance security deposit of the contractor will be liable to be forfeited by AIIMS Rishikesh besides annulment of the contract.
59. The contractor will comply with all legal requirements and for obtaining license under contract labour if required. Institute shall not be responsible in any way for any breach by the contractor of the rules and regulations governing the running of such establishment
60. The contractor will at all times duly observe the provisions of Employment of Children Act. XXVI, 1938.
61. The Tenderer must have at least Three years' experience of collection of dirty linen, washing of linen in Govt. Hospitals / PSUs/ Private Hospitals etc. Performance Certificate issued by the organization where such types of works / jobs have been performed should be attached.
62. The agency shall not engage any sub-contractor or transfer the contract to any other person in any manner.
63. Performance Security Deposit of the firm shall be forfeited in case firm stop the work for any reason.
64. The Tenderer shall be bound by the details furnished by him/her to the All India Institute of Medical Sciences (AIIMS), Rishikesh while submitting the tender or at subsequent stage. Upon selection of the Tenderer, if at any stage, the documents furnished by him/her are found to be false, it would be deemed to be a breach of terms of contract, the contract shall be cancelled at the discretion of competent authority and performance security shall be stand forfeited.
65. The Successful Tenderer shall also provide the name and mobile number of a key person, who can be contacted at any time, even beyond the office hours on holidays. The person should be capable of making arrangement for washing of the desired items even on short notice to AIIMS, Rishikesh.
66. No revision in rate (on higher side) will be accepted during contract period.
67. Loading / unloading of soiled linen will be done by the Contractor.

68. Counting of linen must be done in the presence of respective staff/ in charge of AIIMS Rishikesh.
69. Director, AIIMS, RISHIKESH reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
70. Any other item that is not mentioned in schedule / BOQ and required to be included for laundry services on later stage will be done by the successful bidder at lowest rates quoted for any item in BOQ.

#### **PERFORMANCE GAURANTEE:**

71. The finally selected Bidder(s) will be required to furnish an irrevocable Contract Performance Guarantee (P.G.) of Rs. 10.00 Lakhs (Rs. Ten Lakhs) within 15 days of issue of letter of intent in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement. The guarantee shall be in the form of Government Securities or fixed deposit receipts or Guarantee bonds of any Scheduled Bank or the State Bank of India. In case a fixed deposit receipt of any bank is furnished by the contractor to the Government as a part of the performance guarantee and the bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor shall forthwith on demand furnish additional security to the AIIMS to make good the deficit. In case of failure by the contractor to furnish the performance guarantee within the specified period, AIIMS shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money absolutely.
72. The performance guarantee shall be initially valid up to the stipulated date of completion plus 180 days beyond that. In case the time for completion of work gets enlarged, the contractor shall get the validity of performance guarantee extended to cover such enlarged time for completion of work. The performance guarantee shall be returned to the contractor without any interest after completion of work. 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.

### **Important Points**

1. Regeneration of Soft water plant shall be in scope of vendor. All consumables, non-consumable material required for running and operation of laundry services, boiler , soft water plant and manpower for desired soft water quality shall be in scope of vendor. Vendor shall be responsible for maintenance of whole existing installed machines and system. No extra claim on account of it shall be entertained.
2. Supply of HSD for boiler shall also be in scope of vendor, no separate payment shall be made on this account. Rates shall be quoted keeping in view of operation and supply of HSD for boiler. Vendor must engage qualified ITI boiler operators for the operation and maintenance of Boiler. Service / Maintenance of boiler shall be done be OEM.

3. Loading, Unloading, shifting and refilling of HSD in tank shall be in scope of vendor.
4. Vendor must ensure the quality of HSD used for boiler shall be of highest standard and Quality shall be tested in presence of Institute authorized person only.
5. All equipment that are installed in laundry shall be maintained as per recommendation of OEM. No machine shall be kept idle under breakdown for more than 7 days. If fault is observed, immediately same shall be attended by the Service Engineer. Vendor has to ensure that breakdown in attended on priority. If vendor fails to upkeep the laundry equipment maintained, 10 % of monthly bill shall be recovered from vendor.
6. Proper stock of consumables shall be maintained throughout the contract period. Else penalty of 10 % of previous month bill shall be imposed and recovered from next month bills.
7. Proper quality of water as per requirement for proper washing of linen and good results thereafter, shall be maintained by vendor without any extra cost.
8. For small loads of linen small dryer and washer, if required, shall be installed by vendor.
9. Eye wash station shall be installed by vendor.
10. Monthly stock shall be maintained including items consumed previous month. Register shall be maintained.
11. Contractor is advised to inspect the site and existing laundry equipments carefully before quoting the rates. The contractor shall be deemed to have satisfied himself to the nature and extent of work at site. No claim for extra payment/or time extension will be allowed on the ground that he was not conversant with condition providing at the site.

Executive Engineer  
AIIMS Rishikesh

## **ANNEXURE – AA**

### **Existing Laundry Equipment's installed at AIIMS Rishikesh**

#### **Technical Specifications**

##### **1. Hygienic Barrier Washer Extractor – 2 nos.**

- Capacity should not be less than 70kg ± 10kg.
- Should not have drum volume less than 610 – 820 liters.
- Should not have drum diameter less than 800 - 900mm.
- Approximate Dimensions – 1920 - 2110 x 1080 - 1180 x 1720 - 1820 mm.
- Approximate weight of the machine – 1650 - 1750 kg.
- Should have motor power of at least 10HP.
- Heating system should be produced in form of steam having pressure of 0.3 – 4 atm.
- Should have automatic drum positioning to help in easy loading and unloading.
- For Steam heated system total power required should not be more than 8 kw.
- Outer covering and all the surfaces that come into contact with laundry and water should be made up of AISI 304 Cr-Ni SS or better.
- Should have 15 standard and 10 optional programs or better. Also, the number of programs could be customized to any desired number.
- Should have door safety lock system preferable automatic or remote controlled.
- Should have USB Port and touch screen microprocessor for smooth operation.
- Should automatically stop in case of improper extraction or excessive vibration
- Should have frequency-controlled motor for variable drum speed
- Should have adjustable drum cycle, extraction cycle, water level, water temperature.
- Should have automatic adjustment of two or more different water levels with water level switch.
- Should have specially designed pad system which prevents water and oil bearings to come in contact.
- Should have detergent dosing system
- Product should be European CE certified / USFDA / ISO / BIS/ INDIAN EQUIPMENT CERTIFIED.

- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

## **2. Hygienic Barrier Washer Extractor - 1 Nos**

- Capacity should not be less than 90 ± 10kg.
- Should not have drum volume less than 800 - 1000 litres. □ Dimensions – 2100 - 2200 x 1150 – 1300 x 1800 - 1900 mm □ Should have motor power of at least 15HP.
- Heating system Should be produced in form of steam having pressure of 0.3 – 4 atm.
- Should have automatic drum positioning to help in easy loading and unloading.
- For Steam heated system total power required should not be more than 11 kw.
- Outer covering and all the surfaces that come into contact with laundry and water should be made up of AISI 304 Cr-Ni SS
- Should have 15 standards and 10 optional programs or better. Also, the number of programs could be customized to any desired number.
- Should have door safety lock system preferable automatic or remote controlled.
- Should have USB Port and touch screen microprocessor for smooth operation.
- Should automatically stop in case of improper extraction or excessive vibration
- Should have frequency-controlled motor for variable drum speed
- Should have adjustable drum cycle, extraction cycle, water level, water temperature.
- Should have automatic adjustment of two or more different water levels with water level switch.
- Should have specially designed pad system which prevents water and oil bearings to come in contact.
- Should have detergent dosing system
- Product should be European CE certified / USFDA / ISO / BIS.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards

**3. Fully Automatic Washer Extractor – 2 Nos**

- Outer covering and all the surfaces that come into contact with laundry and water should be made up of AISI 304 Cr-Ni SS or better.
- Capacity should not be less than 70kg ± 10kg.
- Should have 15 standard and 10 optional programs or better. The number of programs could be customized to any desired number.
- Should have USB Port and touch screen microprocessor for smooth operation.
- Should have door safety lock system preferable automatic or remote controlled. □ Should automatically stop in case of improper extraction or excessive vibration.
- Should have automatic adjustment of two or more different water levels with water level switch.
- Should have detergent dosing system.
- Should have frequency-controlled motor for variable drum speed.
- Should have motor power of at least 15 HP.
- Heating system should be produced in form of steam having pressure of 0.3 – 4 atm.
- Should not have drum diameter less than 1120 - 1300mm.
- Should not have drum volume less than 650 – 850 litres.
- Approximate Dimensions should be – 1550 - 1700 x 1450 - 1550 x 2000 - 2150 mm.
- Approximate weight of machine – 2000 - 2150 kg.
- For Steam heated system total power required should not be more than 15 kw.
- Should have extra-large drum opening to help in easy loading and unloading.
- Product should be European CE certified / USFDA / ISO / BIS.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

**4. Fully Automatic Washer Extractor – 1**

- Outer covering and all the surfaces that come into contact with laundry and water should be made up of AISI 304 Cr-Ni SS or better.



- Capacity should not be less than 90kg ± 10kg.
- Should have 15 standards and 10 optional programs or better. The number of programs could be customized to any desired number.
- Should have USB Port and touch screen microprocessor for smooth operation.
- Should have door safety lock system preferable automatic or remote controlled.
- Should automatically stop in case of improper extraction or excessive vibration.
- Should have automatic adjustment of two or more different water levels with water level switch.
- Should have detergent dosing system.
- Should have frequency-controlled motor for variable drum speed.
- Should have motor power of at least 20 HP.
- Heating system Should be produced in form of steam having pressure of 0.3 – 4 atm.
- Dimensions – 1700 - 1800 x 1500 - 1700 x 2100 - 2200 mm.
- Approximate weight of machine – 2000 - 2200 kg.
- For Steam heated system total power required should not be more than 15 kw.
- Should not have drum volume less than 800 – 1100 litres.
- Should have extra-large drum opening to help in easy loading and unloading.
- Product should be European CE certified / USFDA / ISO / BIS.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

**5. Industrial Drying Tumbler: - 4 Nos**

- Outer covering and all the surfaces that come into contact with laundry and water should be made up of AISI 304 Cr-Ni SS or better.
- Capacity should not be less than 70kg ± 10kg.
- Extra safety system to prevent overheating.
- Should have a safety system that prevents the machine from operation when the door is open.
- Should have touch screen microprocessor control for easy operation.
- Special insulation that prevents heat loss from the drum.
- Should have filter blockage warning system.
- Should have cool down system.
- Should have motor power of at least 3 HP.

- Heating system should be produced in form of steam having pressure of 0.4 – 4 atm.
- Should not have steam consumption more than 85 kg/hour.
- Approximate Dimensions – 1220 - 1550 x 1600 - 1650 x 2100 - 2200 mm
- Approximate weight of machine – 650 - 850 kg.
- Should not have drum diameter less than 1100 - 1300 mm.
- Should not have drum volume less than 1200 - 1600 litre.
- For Steam heated system total power required should not be more than 3kw.
- Should have extra-large drum opening to help in easy loading and unloading.
- Product should be European CE certified / USFDA / ISO / BIS.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

**6. Industrial Drying Tumbler: - 2 Nos**

- Outer covering and all the surfaces that come into contact with laundry and water should be made up of AISI 304 Cr-Ni SS or better.
- Capacity should not be less than 90kg ± 10kg.
- Extra safety system to prevent overheating.
- Should have a safety system that prevents the machine from operation when the door is open.
- Should have touch screen microprocessor control for easy operation.
- Special insulation that prevents heat loss from the drum.
- Should have filter blockage warning system.
- Should have cool down system.
- Should have motor power of at least 4 HP.
- Heating system should be produced in form of steam having pressure of 0.4 – 4 atm.
- Should not have steam consumption more than 85 - 105 kg/hour. □ Approximate Dimensions – 1220 - 1550 x 1600 - 1650 x 2100 - 2200 mm □ Approximate weight of machine – 800 - 1100 kg.
- Should not have drum diameter less than 1200 - 1300 mm.
- Should not have drum volume less than 1500 - 1700 litre.
- For Steam heated system total power required should not be more than 4kw.

- Should have extra-large drum opening to help in easy loading and unloading.
- Product should be European CE certified / USFDA / ISO / BIS.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

#### **7. Double Roll Flatwork Drying Ironer: - 1 Nos**

- Main tape and transmitter tapes should be high heat resistant and made of original Nomex material.
- Clips that enable the bonding of tapes should be of stainless steel
- The main cylinder that provides ironing should be corrosion resistant
- In case of power cut the material between the cylinder can be removed by the manual lever connected to the reducer
- Main cylinder, outer body and other parts providing ironing should be made of stainless steel.
- Should have sensors to prevent the user's hand to be caught between the cylinders during use.
- Should have USB Port and touch screen microprocessor for smooth operation.
- Heating system should be produced in form of steam having pressure of 4 – 10 atm.
- Should have stainless steel worktop.
- Should have ability to control cylinder speed via digital controlled speed control system.
- Should have motor of at least 3 HP power.
- Approximate Dimension – 3450 - 4050 x 1550 – 1800 x 1700 - 1800mm □ Approximate weight of machine – 1700 - 1800 kg.
- Roller length should be at least 2500 - 3000mm.
- Roller Diameter should be at least 750 - 1000 mm.
- For Steam heated system total power required should not be more than 3kw □ Steam consumption should not be more than 85 kg/hour.
- Product should be European CE certified / USFDA / ISO / BIS.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

8. Automatic Bedsheet Folder: - 1 Nos

- Should have maximum Capacity of at least – 300 - 600 pcs / hour □ Should have working speed of at least 30m/min.
- Should be compatible for operational requirement on 300 – 600 pcs/hour □ Should be convenient to fold Maximum sheet size of 3m x 3m.
- Should be compatible to fold Minimum sheet size of 60cm x 30cm.
- Should have single or double lane.
- Should have 2 width and 3 length folding.
- Product should be European CE / USFDA / ISO / BIS certified.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards

9. Vacuum, Steaming and Blowing Ironing Board: - 3 Nos.

- Overall Dimensions: 1500 x 980 x 1200 mm
- Should have 4-layer padding with pure silicone foams.
- Should have high depression vacuum motor 0.5HP.
- Should have anti heat buffer.
- Should be thermostatically controlled □ Should include steam hand iron.
- Should have automatic switch of vacuum and blowing from the buck to the swing arm.
- Should have lighting device and iron trolley.
- Should work on pneumatic cylinders to switch from vacuum to blowing to prevent time delay.  
□ Product should be European CE / USFDA / ISO / BIS certified.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

10 Air Compressor: - 2 Nos.

Single stage, air cooled, base mounted, oil injected reciprocating air compressor with belt pulley transmission.

- Should have reciprocating compressor block.
- CE certified air receiver made from P265GH pressure vessel steel.
- 400V / 3Phase / 50 Hz IE3 efficiency class IP55 main motor.
- Should have driven system with belt pulley mechanism.
- Should have fan type cast iron pulley.
- Should have long lasting bearings.
- Should have air intake filter and silencer for load less operation.
- Should have oil level indicator.
- Should have splash lubrication system
- Should have solenoid valve for load less start.
- Should have pressure switch
- Should have belt pulley guard.
- Should have safety valve.
- Should have belt pulley guard.
- Product should be European CE / USFDA / ISO / BIS certified

11. Flat Bed Drying Press: - 3 Nos.

- Corrosion resistant electrostatic powder coated.
- Should have self-steam generator and vacuum system.
- Should be suitable for all type of clothing range like jackets, pants etc.
- Should have long life and should not be based on roller bearing system operator.
- Should have equal steam distribution.
- Should have steam pressure of 4kw.
- Should not have steam consumption more than 24kg/h.
- Dimensions – 1500 x 1350 x 1350mm.
- Product should be European CE / USFDA / ISO / BIS certified.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

12. Dry Linen Trolley: - 20 Nos.

- Should be made up of PVC material.
- Should have minimum load bearing capacity of 500 ltr
- Dimensions – 850 x 850 x 1680 mm
- Should have 4 pieces of 360-degree swivel castors

13. Washroom Trolley: - 10 nos.

- Should be made up of PVC material.
- Should have minimum load bearing capacity of 280 ltr.
- Dimensions – 850 x 650 x 800 mm
- Should have 4 pieces of 360-degree swivel castors.

14. Mobile Table: - 5 Nos.

- Should be made up of AISI 304 grade stainless steel or better.
- Dimensions – 2300 x 720 x 1000 mm
- Should have 4 pieces of 360-degree swivel castors.

15. Laundry Scrub Station with 2 Sinks: - 2 nos.

- Should be made up of AISI 304 grade stainless steel or better.
- Top surface is press levelled to prevent water flow
- Dimension: 1600 x 550 x 900mm

16. Storage Shelves: - 5 Nos.

- Produced of ASIS 304 Stainless Steel sheet or better.
- Should have 4 shelves
- Dimensions – 2400 x 800 x 1800mm

17. Garment Racks: - 4 Nos.

- Should be entirely produced of AISI 304 grade stainless steel or better.
  - Should have perforated door for ventilation.
  - Doors should have locking facility
- Dimension – 1300 x 600 x 1600mm

18. Stain Removing Table: - 2 Nos.

- Should have built in boiler with spot removing apparatus □ Built in compressor and boiler.
- Three cold spotting guns
- One air / steam heat proof gun
- Two SS bucks with suction
- Product should be European CE / USFDA / ISO / BIS certified.
- Machine should be produced as per security certifications - Machine safety regulations (98/37/EEC), Low Voltage Regulation (73/23/EEC LVD) and Electromagnetic Compatibility Regulation (89/339/EEC) or equivalent.
- The machines should be produced according to EN 10472-1, EN 10472-2 and EN 60204-1 standards or equivalent standards.

19. Non IBR Steam Boiler: – 1 Nos.

- Steam capacity – 850 kg/hour
- Steam pressure – 15 kg/cm<sup>2</sup>
- Should produce steam at full working in 3 – 5 min from cold start.
- Chimney (if required) should be placed at a height of 40' to clear fume and smoke out of hospital premises.
- Should be fully automatic and have instant steaming.
- Should have high efficiency. □ Should be safe in operation.
- Should be low in maintenance.
- Product should be European CE / USFDA / ISO / BIS certified.
- Machine should be produced as per security certifications.
- Per hour HSD consumption of Boiler is 45 ltr to 55 Ltr.

Executive Engineer  
AIIMS Rishikesh

## TECHNICAL BID

(Documents to be attached in the "Technical Bid")

1. Name, full Address, telephone/mobile number, Email Id of the manufacturer and their authorised dealers/ distributors/Agency.	
2. Specify your firm/company is a manufacturer/ authorised dealer/ distributor/ Agency, Specialized agency	
3. Whether the signature on each page of the tender document and other relevant documents has been made by the bidder or not. (Signature on each page of tender document and other document is necessary)	
4. Name, Address & designation of the authorized person(s) (Sole proprietor/partner /Director)	
5. Clarification/declaration of Power of Attorney/authorization for signing the bid documents (It is not required in case of sole-proprietorship.)	
6. PAN No. (Please attach scanned copy)	
7. GST/VAT/Service Tax Registration Number. (Please attach copy)	
8. Please attach copy of last three year's Income Tax Return.	
9. Turnover a. Please attach balance sheet (duly certified by Chartered Accountant) for last three (3) years (average minimum turnover for last three years should not be less than Rs 5 Crores (Rupees Five crore twenty lakh only). Submit last three year's turnover statement duly certified by the Chartered Accountant in the format shown in Annexure- A). b. The bidder falls under Section 44AD/44ADA/44AE of Income Tax Act shall be required to submit turnover certificate verified by Chartered Accountant with his Registration number issued by Institute of Chartered Accountants of India. c. Indian Agent can submit its copy of POs of LC cases, in support of its amount getting short in required turnover. d. Start-ups may submit its Start-up Registration for consideration (Relaxation in turnover can be considered as the case may be, subject to fulfilment of other conditions. However, it will not be mandatory)	
10. Please provide a notarised affidavit on Indian Non Judicial stamp paper of Rs. 10/- <u>in the format given in Annexure-1</u> that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D/GeM rate in last two years. If you don't fulfil this criterion, your tender will be out rightly rejected.	
11. Please submit a notarised affidavit on Indian Non judicial stamp paper of Rs. 10/- <u>in the format given in Annexure- 2</u> that no case is pending with the police against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner.	
12. Please declare that proprietor/firm/company has never been blacklisted/debarred by any organization. An oath certificate to this effect may be enclosed on Rs.10 notarised Indian Non Judicial stamp paper <u>in the format given in Annexure- 3</u>	
13. Please submit a notarised affidavit for miscellaneous declarations on Indian Non Judicial stamp paper of Rs. 10/- <u>in the format as given in Annexure- 4.</u>	
14. Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant poof.	
15. Please submit two performance certificate from your different customers to whom you have supplied such type of equipment in previous 3 years	
16. 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.	
19. Details of the UTR of RTGS of bid security (EMD)  UTR No:  Date:  Payable at-	Detail of cost of Tender for Rs. 1180/- UTR No. Date: Payable at-



**NOTARISED AFFIDAVIT**

(On Rs. 10/- Non-Judicial Stamp Paper)

**TENDER NO.**

I, undersigned ..... (name).....(designation)....., duly authorised representative of .....(name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

Proprietorship/Firm/Company/Agency has not quoted price in this Tender higher than one at which goods/services were previously supplied to any government Institute/ Organisation/ reputed Private Organisation or DGS&D rate in last two years. If at any stage it is found that the firm (bidder) has quoted lower rates to any Govt./ Private Institute, Bidder shall be liable to payback access value to AIIMS Rishikesh. AIIMS Rishikesh further reserves right to impose suitable penalty shall be made by AIIMS Rishikesh.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declaration is true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature: .....

Name: .....

Designation: .....

Aadhaar No: .....

Email Id: .....

Mobile No: .....

Landline No: .....

Fax No: .....

Address: .....

(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed)

NOTARISED AFFIDAVIT  
(On Rs. 10/- Non-Judicial Stamp Paper)

TENDER NO.

I, undersigned ..... (name).....(designation)....., duly authorised representative of..... (name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

No criminal case is pending with the Police against our Proprietorship/Firm/Company/Agency or any of its authorized signatories.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declaration is true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature: .....

Name: .....

Designation: .....

Aadhaar No: .....

Email Id: .....

Mobile No: .....

Landline No: .....

Fax No: .....

Address: .....

(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed)

**NOTARISED AFFIDAVIT**  
(On Rs. 10/- Non-Judicial Stamp Paper)

**TENDER NO.**

I, undersigned ..... (name).....(designation)....., duly authorised representative of .....(name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

Proprietorship/Firm/Company/Agency has never been blacklisted/ debarred by any organization.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declaration is true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature: .....

Name: .....

Designation: .....

Aadhaar No: .....

Email Id: .....

Mobile No: .....

Landline No: .....

Fax No: .....

Address: .....

(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed)

**NOTARISED AFFIDAVIT**  
(On Rs. 10/- Non-Judicial Stamp Paper)

**TENDER NO.**

I, undersigned ..... (name).....(designation)....., duly authorised representative of ..... (name of Proprietorship/Firm/Company/Agency) hereby undertake, affirm, confirm and declare that-

1. Undersigned is fully competent and authorised from Proprietorship/Firm/Company/Agency to make this Affidavit to bind such Proprietorship/Firm/Company/Agency.
2. All details/information/documents furnished by Proprietorship /Firm/ Company/Agency in bid document is true and correct.
3. Proprietorship/Firm/Company/Agency is fully solvent and legally/financially competent to perform terms and conditions of Tender.
4. Proprietorship/Firm/Company/Agency is duly registered under various relevant government notifications and all dues have been paid as on date.
5. Proprietorship/Firm/Company/Agency hereby agrees and fully understands that notwithstanding anything contrary contained in Tender document and without prejudice to any of the rights or remedies of AIIMS Rishikesh, AIIMS Rishikesh shall be entitled in its sole discretion to determine that a bidder is to be disqualified at any stage of the process and its participation in Tender process and/or its Technical Proposal and/or Financial Bid dropped from further consideration for any reasons.

Undersigned, on behalf of Proprietorship/Firm/Company/Agency does hereby solemnly declare and affirm that the above declarations are true and correct in all respects and we hold responsibilities for the same. No part of it is false and nothing has been concealed. Any false/incorrect submission shall make Proprietorship/Firm/Company/Agency as well as undersigned personally liable for all civil/criminal obligations including complaint to police and other authorities.

Deponent Signature: .....

Name: .....

Designation: .....

Aadhaar No: .....

Email Id: .....

Mobile No: .....

Landline No: .....

Fax No: .....

Address: .....(Copy of Authorisation Letter from Proprietorship/Firm/Company/Agency enclosed)

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 also confirm 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 work order/ 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.
3. I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm 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 firm in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such a firm which is banned/suspended in future during the currency of the Contract with you.
4. 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:

Performa of Performance Bank Guarantee

1. In consideration of the Director All India Institute of Medical Sciences, RISHIKESH (hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between AIIMS, RISHIKESH and ..... (hereinafter called "the said contractor(s) for the work of Contract Canteen Services (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs ..... only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.
2. We ..... (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).
3. We ..... do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the AIIMS, RISHIKESH stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. .... (Rupees.....).
4. We, the said Bank, further undertake to pay to the AIIMS, RISHIKESH any money so demanded not withstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
5. We ..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS, RISHIKESH under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Executive Engineer, AIIMS RISHIKESH on behalf of the AIIMS, RISHIKESH, certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We..... further agree with the AIIMS, RISHIKESH that the AIIMS, RISHIKESH (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS, RISHIKESH against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the AIIMS, RISHIKESH or any indulgence by the AIIMS, RISHIKESH to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the AIIMS, RISHIKESH in writing.

8. This guarantee shall be valid up to ..... unless extended on demand by the AIIMS, RISHIKESH Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees..... Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the ..... day of ..... for .....

(Indicate the name of the Bank)

MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM

(Clause 11 (c) of other terms and conditions of the tender) To

The Executive Engineer,  
All India Institute of Medical Sciences  
Rishikesh

Dear Sir,

TENDER: \_\_\_\_\_.

we, \_\_\_\_\_, who are established and reputable manufacturers of \_\_\_\_\_, having factories at \_\_\_\_\_ and \_\_\_\_\_, hereby authorize Messrs. \_\_\_\_\_ (name and address of agents) to bid, negotiate and conclude the contract with you against Tender No. \_\_\_\_\_ for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per the conditions of tender contract for the goods offered for supply against this tender by the above firm.

The authorization is valid up to \_\_\_\_\_

Yours faithfully,

(Name)

For and on behalf of Messrs. \_\_\_\_\_  
(Name of manufacturers)/Principal



**Laundry Services AIIMS, Rishikesh**

Chapter-II (Schedule of requirements& EMD)

Table-I

Details of EMD

S.No.	Item	EMD
1	LAUNDRY SERVICES	5,00,000/-

**ANNUAL TURNOVER STATEMENT**

(At the Letter Head of Chartered Accountant)

I/We have examined the books of account and other relevant records of ..... (bidding firm name), having its registered office at ..... (full address of bidding firm) and do hereby certify that:

- (1) Annual gross turnover as per Annual Accounts of the firm for last three years is as under-

Sl. No.	Financial Year	Turnover (In INR)
1.	2017- 2018	.....
2.	2018- 2019	.....
3.	2019- 2020	.....

- (2) Average turnover of the firm for last three financial years is Rs. ....

Signature of CA (with stamp of Firm) .....

Name- .....

(Registration No.- .....)

(Chartered Accountant)

Firm name- .....

Proprietor name .....

Signature (with stamp) .....

Date- .....

Schedule

Sr. No	Description	Unit	Quantity	Unit Rate (Including GST )	Total Amount (Including GST)
1	Bedsheet (All size)	Nos.	1		
2	Pillow cover (All size)	Nos.	1		
3	Blanket (All size)	Nos.	1		
4	Kurta (All size)	Nos.	1		
5	Payjama (All size)	Nos.	1		
6	Draw sheet , Femoral sheet , Wraper sheet , Cut sheet, or any other sheet (All size)	Nos.	1		
7	Baby Sheet (All size)	Nos.	1		
8	Baby Blanket (All size)	Nos.	1		
9	Gown (All size)	Nos.	1		
10	Mackintosh / Rubber Sheet (All size)	Nos.	1		
11	Plastic Sheet (All size)	Nos.	1		
12	Towel (All size)	Nos.	1		
13	Curtain (All size)	Nos.	1		
14	Laundry trolley bag (All size)	Nos.	1		
15	Apron (All size)	Nos.	1		
16	Leggings (All size)	Nos.	1		
17	Baby Frok (All size)	Nos.	1		
	<b>Total</b>				

Quantity will vary according to work load.

**After due evaluation of the bid(s) Institute will award the contract to the lowest evaluated responsive tenderer. L1 Will be decided on composite basis**

Note:-

Award of work will be awarded to the lowest average rate quoted firm / vendor. In case, similar average rate of two or more vendors, award of work will be given to those vendors who have more work experiences in such type of services