

Netaji Subhash Chandra Bose Medical College Jabalpur (MP)
Tender Document for
Outsourcing of the HOSPITAL LAUNDRY SERVICES



**NETAJI SUBHASH CHANDRA BOSE MEDICAL
COLLEGE JABALPUR
REQUEST FOR PROPOSAL
FOR
OUTSOURCING OF
HOSPITAL LAUNDRY SERVICES**

Purchase of Tender Start Date	28/07/2018 12.30 pm
Purchase of Tender End Date	20/08/2018 05.30 pm
Online Bid Submission End Date	21/08/2018 05.30 pm
Mandatory Submission (Physical Document) Date	22/08/2018 05.30 pm
Technical Proposal (Envelope B) Open Date	23/08/2018 12.30 pm
Financial Bid (Envelope C)Open Date	31/08/2018 12.30 pm
Cost of the Tender Document	Rs. 10,000/- (Rupees Ten Thousand only)
EMD	Rs. 5,00,000-00 (Rupees Five Lacs only)

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NETAJI SUBHASH CHANDRA BOSE MEDICAL COLLEGE JABALPUR

TENDER NOTICE

Bids are invited by Netaji Subhash Chandra Bose Medical College Jabalpur (MP) (hereinafter referred to as Institute) for the 'Outsourcing of Hospital Laundry Services'. The Institute Invites Bids in two parts (Technical & Financial Bid) for the 'Outsourcing of Hospital Laundry Services'. Detailed advertisement and tender documents can be downloaded from portal www.mpeproc.gov.in

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Cost of the Tender Document	Rs. 10,000/- (Rupees Ten Thousand only)
EMD	Rs. 5,00,000-00 (Rupees Five Lacs only)
Last date for submission of pre-bid queries through e-mail	11-08-2018 5.30 pm
Date of Pre-Bid Meeting	13-08-2018 12.30 pm

Dean
Netaji Subhash Chandra Bose
Medical College Jabalpur

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Terms and Conditions

1. **Eligibility of Tenderers:**

Netaji Subhash Chandra Bose Medical College Jabalpur (MP) invites sealed tenders in two parts (Technical Bid and Financial Bid) for the '**Outsourcing of Hospital Laundry Services**' in the Institute as per the details given as under :-

The tenderer should have:

- (a) The Tenderer should have **five years'** experience in operation of Mechanized Laundry services in a 500 bedded Government or Private Hospital.
- (b) The Tenderer should currently be serving in a 300+ bedded Government or Private Hospital.
- (c) The turnover of tenderer should be Rs. 50-00 Lacs per annum in last 02 years out of five preceding years in related work.

(Note: Experience certificate issued by the competent authority of the respective Institution should be annexed with Tender)

2. **INSTRUCTIONS TO TENDERER**

- (a) Tender Forms not accompanied by TENDER FEE, EMD **and** Technical Bid shall summarily be rejected, and technical evaluation of such Tenders will not be done.
- (b) Institute reserves the right to cancel or reject in full or in part of all tenders received without assigning any reason in lieu thereof.
- (c) The tenderers submitting their tenders would be deemed to have read and accepted all the terms and conditions of tender. No verbal or written enquiries shall be entertained in respect of acceptance or rejection of the tenderer.
- (d) The Technical Bids would be opened at the date, time and place given in Tender Notice. All the tenderers or their authorized representatives are advised to attend the opening of Technical bids. In case of holiday, the same will be opened on the next working day at the same time and place.
- (e) Subletting of contract shall be strictly prohibited.
- (f) Tenderers should furnish the certificate issued by the qualified Chartered accountant showing turnover of the laundry business as stipulated in the tender document.
- (g) The Tender document for Outsourcing of the Hospital Laundry, Minutes of Pre Bid Meetings, any corrigendum and addendums issued by DEAN MCJ before

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signing of the Contract will be an integral component of this contract agreement and any ambiguity in the terms and conditions or scope of work etc. will be accepted as per the advertised document.

3. TENDER/BIDS SHALL BE REJECTED IF: -

- (a) Any tender/ bid received after the prescribed date and time as given in the Notice Inviting Tender.
- (b) Tenderer fails to enclose Tender Fee.
- (c) Tenderer fails to enclose EMD with Technical Bid.
- (d) Tenderers fail to submit their bids on the format prescribed in the Tender documents.
- (e) Authenticity of any of the supporting document is found to be fabricated.
- (f) Tenderers try to influence any official of the Institute in any manner.
- (g) Tenderer fails to submit Attested photocopy of Certificate of EPF & ESI Registration certificate, if applicable.
- (h) Tenderer fails to submit the required information/ document along with the tender as per the terms and condition of this Tender Documents.
- (i) Tenderer fails to put signature and seal on each page of Technical Bid and Financial Bid.
- (j) Tender is found to be incomplete in any respect or sent in unsealed envelope.
- (k) *Tender is found to be conditional.*

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Section II

GENERAL TERMS AND CONDITIONS FOR SERVICE PROVIDER AND
PERFORMANCE INDICATOR

1. SERVICE PROVIDER DELIVERABLES AND RESPONSIBILITIES.

- (a) The Service provider shall be liable to provide the Services as provided in **Section- III** and as specified by the authorized officer of the institute from time to time.
- (b) The Service provider shall be responsible for providing Services in the designated area in the day throughout the year and in the night if need be.
- (c) The Services shall be provided through qualified and experienced personnel.
- (d) The Service provider shall provide details of personnel through which the Services will be rendered by Service provider to the Institute or committee identified by Institute and keep such details up-to date.
- (e) The Service provider shall issue identity card to its employees, carrying the following particulars;
 - I. Name of the company/ firm/ Society of the Service provider and its monogram (if any).
 - II. Name of the employee in bold capital letters.
 - III. Designation of the employee
 - IV. Mobile No. of the company/ firm/ Society of the Service provider
 - V. And such other particulars as may be directed by the Institute in writing from time to time.
- (f) All personnel deployed for the Services shall wear the dress specified by the Institute from time to time.
- (g) The Service provider shall ensure uninterrupted Services by taking care of absenteeism of human resource through a pre-conceived backup plan and standby human resource to avoid any disruption to the Services.
- (h) It shall be the responsibility of the Service provider to ensure proper running of all Services provided **in Section -III**.
- (i) The Service provider shall be liable to discharge such other duties, which in the opinion of the Institute are within the SCOPE OF WORK of the Service provider, and the Service provider shall carryout such duties with due diligence and care.
- (j) The Service provider shall be liable to provide speedy and competent Services as per following performance benchmark and shall also be liable to deploy the required number of personnel to this effect.

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2. Performance indicator/ Bench Mark:

Performance will be judged on following parameters:

- (a) Status and quality of task performed,
- (b) Number of breakdowns in the Services.
- (c) Inter-personnel and behavioral problem observed.
- (d) Undesirable actions observed which may cause or may have caused financial and image loss to the Institute.
- (e) Punctuality of personal deployed to provide services.

3. The Cost of Service will include: -

- (a) Manpower cost per unit of Services.
- (b) Other expenditure cost — (Machine & Material)
- (c) The Service provider service charges.
- (d) Government Levies, if any

4. HUMAN RESOURCES AND COMPLIANCE OF LABOUR STATUES:

- (a) The Service provider shall post suitable and experienced personnel for carrying out its obligations under the Contract/ Agreement.
- (b) The Service provider shall take guarantee of the character of the human resource deployed and shall ensure deployment of only such persons against whom there is no criminal case pending nor has he ever been convicted and carried unblemished character.
- (c) Service provider shall be solely responsible for their affairs and will be under obligation to comply with all statutory obligations such as EPF, Service Tax, ESI etc. as and when applicable. These personnel shall have no claim whatsoever, to be treated as employees of the Institute. In the event of any such claim made by the personnel of the Service provider on the Institute, the Service provider shall be wholly responsible and Service provider shall indemnify the Institute against any such claims, either monetary or otherwise.
- (d) The Service provider shall abide by the provisions of Minimum Wages Act, 1948 and all other relevant and applicable statutory labour and other laws, rules and regulations as applicable in the State of Uttar Pradesh, India.
- (e) The Service provider shall comply with regulation of any statutory authority on any obligation imposed upon him by the authorities or applicable under any law as a result of establishing and running the Services. The Service provider shall indemnify the Institute and its officers/ employees from any claim or consequences/ damages for any lapse or noncompliance thereof. The Service provider shall be liable to be dealt suitably in the event of infringement of any law. Any liability arising on the Institute as principal employer shall be recovered from the

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security deposit.

- (f) Service provider shall be fully responsible for any accident or mishap involving personnel engaged by him and any claim made in this behalf will be paid by the Service provider. The Service provider shall indemnify the Institute from any claims arising out of accidents or mishaps, disabilities of any nature or death, or arising out of provisions under law or of any other nature in respect of all workers engaged by Service provider. The Service provider will make full arrangement for safety and security of all such staff.
- (g) The Service provider shall be responsible for the conduct of his personnel and in case of any complaint against any staff, the Service provider shall be under obligation to suitably punish such personnel, and to deal with him in such other manner as may be in the interest of the Services when informed about such complaint, orally or in writing, by the Institute.
- (h) The Service Provider shall abide by and comply with all the laws and shall be responsible for any prosecution or liability arising from breach of any of those laws. The Institute shall not be held accountable and responsible on this head with regard to staff on the rolls of the Service Provider whatsoever,
- (i) Notwithstanding anything to the contrary contained in any other provision of the Contract/ Agreement, it would be agreed between the parties that no person or human resource deployed or engaged by the Service Provider, in connection with the carrying out of the responsibilities of the service Provider under the terms and conditions of the Contract/ Agreement, would ever be deemed to have been engaged by the Institute, nor would any relationship of employer — employee be ever deemed to have come into existence between such person and the Institute. For all jural and legal purposes, such a human resource would always remain an employee of the service Provider. In case if any such person raises any grievance or dispute with the Institute, the Service Provider shall keep the Institute indemnified in all respects. The Service Provider would also fully indemnify any legal and financial liabilities bestowed upon the Institute in respect to the personnel employed/ deputed under the Contract/ Agreement.
- (j) If at any time it is found that any type of liability/ responsibility fixed on the Institute or its employees by any Government or local bodies or court of law regarding the Contract/ Agreement, the total responsibility will have to be borne by the Service Provider.
- (k) The Service Provider shall maintain all employment records in respect of its personnel as may be required under various Labour Statutes, such as attendance register, wage register and leave

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register etc. Service Provider, if required shall obtain license under the provision of the Contract Labour (Regulation and Abolition) Act, 1970, and comply with the provisions thereof.

- (l) It will be the sole responsibility of the Service provider to abide by the provisions of all Labour Laws as to the workers engaged by him for performance of the contract.
- (m) The Service provider shall be liable to provide the Services as provided in Section-III. The Service provider shall be liable to provide such Services on all working days/ shifts and even on holidays. A list in this regard is given in Section-III.
- (n) Apart from providing the aforesaid Services, as and when called for, the Service provider shall be liable to discharge any other duties which in the opinion of the Institute are within the SCOPE OF WORK of the Service provider and the Service provider shall carry out such duties with diligence and care.
- (o) The Service provider shall be liable to provide speedy and competent services as per the performance benchmark and shall also be liable to deploy the required number of personnel to this effect.
- (p) The Service provider shall ensure that no employee of him shall have criminal case pending.

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5. DAMAGES TO PERSON & PROPERTY:

- (a) The Service Provider shall indemnify the Institute at all times against all claims for compensation, or otherwise, under the provision of any law for the time being in force or in respect of any third party claim in carrying out the contract.
- (b) If in the running of the contract any damage is caused by the Service Provider or personnel deployed by it, to any person or property of the Institute, the Service Provider shall be liable for the same and indemnify the Institute for all such damages, Service Provider shall also render all assistance and cooperation to the Institute in any inquiry thereon.
- (c) In the event of any lapse, omission, negligence, fraud etc. on the part of the Service Provider or any of its personnel deployed, resulting in any loss to the Institute, the Service Provider shall be responsible to indemnify and made good the loss and damage to the Institute. Institute will be at liberty to recover such losses from the Service Provider.
- (d) The Service Provider shall indemnify the Institute against any action, proceedings, claims or demands of any persons(s), or its personnel made against the Institute in respect of Services. The Service Provider shall also indemnify the Institute for any commission or omission or default on the part of the Service Provider, its personnel or agents which the Institute may have to pay, incur or sustain by any reasons of any such action, proceedings, claims or demands or otherwise in relation thereto.
- (e) The Institute shall not be responsible for any loss, breakage, damage or theft of the materials of Service Provider.
- (f) The Institute shall not pay any compensation in respect of any injury or death caused to the workers/ personnel of the Service Provider. It will be the sole responsibility of the Service Provider and shall keep the Institute indemnified from all liabilities.

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6. Miscellaneous Liability/ Responsibility:

- (a) The Service Provider shall not divulge any confidential information and shall ensure that he has adequate permission / license of the Institute to enter the premises only for the purpose of carrying out the contractual obligations and not for any other reasons or purpose. Such permission / license accorded to the Service Provider would be valid only during the subsistence of the contract and such license/ permission shall not be construed to confirm any right on the Service Provider or to its personnel.
- (b) Any financial liability arising to the Institute under the contract shall be recovered from the security money of the Service Provider.
- (c) The Service provider and their staff/ personnel shall abide by the general instructions/ directions / orders of the Institute in force or issued from time-to-time by the competent authority of the Institute.
- (d) The Service Provider on the direction of Institute will be under obligation to change any personnel deployed immediately.
- (e) The Dean, Superintendent or any officer authorized by the Institute may review or ascertain and enforce due and proper observance of the laws and rules and regulations. The officer so authorized by the Institute or the Director of Institute may investigate into any complaint regarding default in terms and conditions of contract committed by the Service Provider.
- (f) The services provider shall follow the law/order as applicable to it.

7. CONTROL & SUPERVISION OF SERVICE PROVIDER PERSONNEL

- (a) The Service provider shall agree that the tenderer in person or through the supervisors shall supervise and control the working of all the personnel engaged by him for the purpose of carrying out the obligations under the contract and shall be fully responsible for maintaining discipline, peace, good behavior, appearance of its personnel deployed in the Institute's premises.
- (b) In the event of the work carried out by the Service provider or its personnel is not found satisfactory, the Service provider upon advice from the Institute shall immediately take necessary steps so as to provide prompt and effective Services, as per agreed terms.
- (c) The Service provider shall ensure that the personnel engaged by them shall remain on the premises of the Institute as per timings indicated by the Institute. However, prior permission will have to be obtained by Service provider / its supervisors from the Institute in the event of Service provider /its personnel being required to remain on the Institute's premises beyond the

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aforesaid stipulated time and/ or on Sundays and fixed Public Holidays for any reasons whatsoever.

- (d) Institute shall not provide accommodation to any of the employee of Service provider.

8. VALIDITY OF TENDER: -

The initial validity of the offer is 90 days from the date of opening of the Technical Bid. On the request of the Institute the tenderer shall increase the validity period subject to maximum of 90 days. In case the tenderer does not agree to extend the validity period of "Offer", his EMD may be returned by the MCJ.

9. COMMENCEMENT OF WORK: -

The Service Provider shall start the work within three month (ninety days) from the date of signing of the Agreement. In case it is found that the work has not been taken up within 90 days from the date of signing the Agreement, the Institute at its sole discretion may cancel the same and forfeit the Security Deposit.

10. Period of contract and its renewal:

- (a) The life of the proposed contract shall be for a period of **05 (Five) years from the date of execution of agreement. This may be extended for further 02 (Two) years if the services of the Contractor are found to be satisfactory.**
- (b) In the first instance, the contract would be for a period of one year. Thereafter, the contract shall be renewed for further periods of two year each, on the request of the contractor, made in writing at least three months before the date of expiry of the initial first period of contract, or the subsequent yearly renewed period of contract, as the case may be, and upon receipt of satisfactory performance report, on such request.
- (c) Each renewal of contract shall be made on the same terms and conditions on which the initial agreement shall be entered into.
- (d) Subject to other conditions of the contract, the minimum period for the running of the contract is 1 (one) year, during which the Service Provider cannot withdraw from its obligations under the contract.
- (e) In all circumstances and eventualities, whether arising out on expiry of the period of contract or its non-renewal or termination or withdrawal, the Service Provider shall have to continue the work on the same terms & conditions as are contained in the Contract till such time that a new or alternate arrangement is made by the Institute.

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11. TAXES AND DUTIES: -

- (a) TDS like GST, Turnover tax, Income tax etc. and other statutory levies, as applicable from time to time will be deducted from the bills of the Service provider.
- (b) GST levied by the Central Government and specifically asked in price bid, shall be paid on actual by the Institute as admissible under the contract subject to the production of documentary evidence for the same by the Successful Tenderer.

12. Security Deposit:

- (a) The Service Provider shall submit Security Deposit of the amount stated hereinabove, having validity of 66 months. The Service Provider shall ensure the extension of its validity, if the contract is extended.
- (b) The Security Deposit may be made in the form of Bank Guarantee of any Scheduled Bank, in favour of 'Dean NSCB Medical College Jabalpur'.
- (c) The Security Deposit shall be released, or refunded, as the case may be, only upon expiry of a period of 6 (Six) months after the expiry of the contract or its termination, as the case may be, after adjustment of all dues of the Institute or damages of any kind, if any. The Institute shall be entitled to adjust any and every dues amount from the said Security Deposit.
- (d) The Security Deposit would also stand forfeited, in its entirety, in case the Service Provider refuses or fails to provide Service during the "Period of contract".

13. NOTICE PERIOD FOR WITHDRAWAL FROM CONTRACT: -

- (a) Neither party shall be entitled to withdraw from the contract during initial period of one year.
- (b) After expiry of the initial period of one year, either party shall be entitled to withdraw from the contract after serving three-month notice in writing to the other party in this behalf.
- (c) Notwithstanding any other provision contained herein, in all cases of withdrawal from contract or termination of contract under clause 14, the Service provider shall have to continue the work on the same terms and conditions as are contained the Contract/ Agreement till an alternative arrangement is made by the Institute. In the event of failure to observe this condition, the entire Security Deposit, as also any and all other dues, lying with the Institute, would stand forfeited.

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14. TERMINATION OF AGREEMENT:

After giving 30 days' notice for opportunity of being heard to the Service Provider in a summary proceeding, the Institute may terminate the contract in the event of: -

- (a) Breach of any of the terms and conditions of the contract.
- (b) Non-performance or unsatisfactory performance by the Service Provider.
- (c) Any document or information furnished by the Service Provider, either before the signing of the contract or during the subsistence thereof, being found to be forged, fabricated or materially incorrect.
- (d) Service provider failing to maintain adequate record of its activities or refusal to permit access thereof to the Institute.
- (e) The Service Provider submitting to the Institute materially false or incorrect reports.
- (f) Interference, in any form, during any inspections by an inspector nominated by the Director of the Institute.
- (g) The Service Provider fails to observe agreed Service standards or fails to provide Services in conformity with Institute; instructions or procedures or protocol.
- (h) The presentations and declarations made by the Service Provider before entering into the contract with regards to its performance of Services, functions etc., are found to be false and misleading.
- (i) The Service Provider goes into liquidation or is wound up or dissolutions proceedings are initiated.
- (j) If liquidator or Receiver is appointed to take possession of undertaking, business or assets of Service Provider.
- (k) Changes in the Ownership or Management of the Service provider.

15. ASSIGNMENT -

Successful Tenderer shall have no right to assign, transfer or sublet the Contract arising out of this Tender.

16. ACTS OF GOD & OTHERS -

Neither party of the tender/ contract shall be responsible for any delay in performance of any terms and conditions hereunder to the extent delay is caused by fire, explosion, war or act of God.

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17. Settlement of Dispute & Law:

- (a) The laws of India shall apply to this tender/ contract.
- (b) The courts at Jabalpur shall have exclusive jurisdiction in all matters arising out of this tender/ contract.
- (c) In the event of any dispute or difference between the parties relating to or concerning the interpretation of the contract or any alleged breach thereof or any matter relating to the contract, the same shall be settled by the parties, as far as possible, by mutual discussions and consultation between themselves. The dispute shall be so settled whether the same has arisen during the subsistence of the contract or thereafter.
- (d) No party shall be allowed to be represented by a lawyer during any investigation, enquiry, appeal or any other proceeding at the Institute.
- (e) In the event of any dispute or differences, arising in connection with the contract, whether during the subsistence of the contract or at any time after the expiry thereof, not being resolved in the manner provided in clause 'c' above, the same shall be referred to the sole Arbitrator who will be appointed by the Dean MCJ according to the provisions of Arbitration and Conciliation Act 1996. The place of Arbitration shall be Jabalpur. The decision of Arbitrator shall be binding on Institute and the Successful Tenderer.

18. SPECIAL CONDITION: -

Notwithstanding anything contained in this Tender Document, Special Terms and Conditions mentioned in Section-III shall prevail over the General Terms and Conditions mentioned in Section--I & II of this Tender Document.

19. STAMP DUTY: -

Stamp duty, leviable on Agreement shall be borne by the Success Tenderer.

SECTION- (III)

SPECIAL TERMS AND CONDITION SCOPE OF WORK AND PERFORMANCE INDICATOR FOR HOSPITAL LAUNDRY SERVICES

1. The Institute will provide following facilities to the successful tenderer. **The tenderer will have to pay the Electrical charges as per actual.**
 - a) Space
 - b) Electricity
 - c) Water
2. The Institute reserves its right to make addition or alteration in terms and conditions of the tender without affecting the basic nature of tender.
3. The successful tenderer and his workers will do the laundry work only,
4. This tender is for Outsourcing of Laundry work so it is must to do laundry work by installing below mentioned system at his own cost in the institute. (Annexure III)
5. The successful tenderer shall keep the Laundry in good & clean condition and shall also maintain the furniture and fixture etc. in good serviceable condition. The successful tenderer has to install the equipment at his own cost given at Annexure-III. **He/ She will submit the technical specification of these equipment along with water, electricity, steam & drainage requirement etc. with the technical bid.** The installation & commissioning and maintenance of these equipment will be the responsibility of successful tenderer. The tenderer may have to add additional equipment, trollies and tables etc. for the due performance of laundry work at his own cost as per the instructions of the Institute to meet out the work load.
6. The successful tenderer will have to install the equipment stated in the technical bid within 3 months of award of contract. The Institute may or may not grant any further extension even on the written request of the successful tenderer. However, no extension beyond 04 (3+1) months will be entertained. The offer shall be cancelled in case the equipment's are not installed within the permitted period. The tender will come into effect from the date the firm commissions the stated laundry equipment like washer cum extractor, dryers, calendar machine (Flat work Ironer), automatic press and dirty linen collection and clean linen delivery trollies etc. The tenderer will have to keep his equipment always in working order 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. The tenderer will have to install new equipment for the work. Manual washing of linen will not be permitted.

7. The successful tenderer will furnish the name and addresses 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 keep the Identity card while at work & produce the same on demand. The tenderer will require 08-15 persons to meet out the wash load stated in the tender document.
8. The successful tenderer will get the medical examination of his staff done at the start of agreement and thereafter every six months in MCJ 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.
9. The successful tenderer shall provide uniform to his workers/ staff within one month from start of tender agreement. The color 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,
10. The successful tenderer or his authorized representative shall daily report to Medical Superintendent 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.
11. The successful tenderer or his representative will approach to Medical Superintendent for any help or any difficulty in Laundry work. Routine notices and instruction will be given by him.
12. The successful tenderer or his representatives will all the time be available in the Laundry during the course of work.
13. The successful tenderer will collect the dirty linen daily in the morning from all the Wards, ICU, ICCU, Operation Theatre, Paying Ward in the morning shift. 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. However, in case of any emergency, he may have to deliver the washed linen even on the same day.

14. PAYMENT

Payment shall be released against submission of monthly bills in duplicate by the Successful Tenderer for satisfactory performance of work, which shall be certified by the officer designated by the Institute for the said purpose.

15. ESCALATION

- a. The Institute will not consider any increase in the rates in the first two years of running of contract. The escalation during the currency of the contract agreement will be applicable on yearly basis after two year of contract agreement. The escalation to a maximum of 10% may be considered by the Institute subject to satisfactory performance and request made by the service provider in this regard.
- b. The Government taxes and levies will be applicable during the currency of the contract agreement as existing on the date of agreement/renewal.

16. PENALTY CLAUSE

- a. In the event of the successful tenderer failing to collect dirty clothes or to supply the clothes duly washed, or to carry out related jobs on any day as per the tender condition, the Institute shall have recourse to make an alternative arrangement for them and double the amount spent on that account will be recovered by the Institute from the security deposit or any other deposits of the successful tenderer with the Institute and the successful tenderer will have to make up those deficiencies in those deposits within a fortnight failing which the same will be deducted from his pending or subsequent bills.
 - b. In case of failure of more than a day, Recovery of penalty as mentioned in clause 16(a) above shall be continued to be imposed up to seven days consecutively; thereafter the contract shall be liable to be summarily terminated by the Institute,
 - c. If there is a complaint regarding wash quality from any user department of the hospital, penalty double the rates quoted in the Financial Bid shall be imposed for entire wash not executed fully on that day from that particular department/ ward etc. This amount will be recovered from the monthly bills/ security deposit or other deposits or from pending or subsequent bills. In case of recovery from security deposit or any other deposits of successful tenderer with the Institute, the successful tenderer will have to make up those deficiencies in those deposits within a fortnight failing which the same will be deducted from his pending or subsequent bills.
 - d. If there is failure of providing infection / germ free linen, penalty double of rates quoted in financial bid shall be imposed for entire wash executed on that day from tenderer.
17. A fine to a maximum of 10% of the monthly bill may also be imposed on the successful tenderer by the Institute in respect of breach of any terms of the tender besides penalty clause- 16. 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.
 18. 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.
 19. The Laundry shall work in one shift or two shifts on all weekdays and even on Sunday/ holidays as decided by Medical Superintendent 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.
 20. All the clothes 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.
 21. White clothes and bed sheets will be specially washed so that they are actually white of acceptable standard. White linen will not be washed with colored linen. Linen

found not properly cleaned and washed, will be recycled at the cost of the successful tenderer. For colored clothes due care will be taken in the washing process so that their color does not fade.

22. 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.
23. Private cloths will not be washed in the Hospital laundry.
24. *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.*
25. 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 two years 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,
26. All materials and consumables like, soap, bleach, detergents, chemicals, solvents, washing soda, petroleum product etc. and any other item required in the laundry will be arranged and provided by the Service Provider himself. The tenderer will use liquid cleaning material of *M/S.HUL* (Industrial, Institutional Pack only) / *M/s. Johnson Diversey* / *Ecolab*/ *Haylide Chemicals*/ *Henko* with Automatic dossier pump system for dispensing of liquid chemicals and detergents. Medical Superintendent or his nominee will keep check and will not permit use of substandard material of other brands which may damage the clothes. The tenderer will have to change the material if directed to do so.
27. The machine operators shall be provided with rubber/ plastic aprons & gloves protective gear by the successful tenderer.
28. The rates for complete washing process of hospital linen item should be quoted for the items in price bid. The rates quoted should include all incidental expenses and all applicable taxes.
29. 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.
30. ***Present bed strength of Hospital is about 1000 bed and Institute may activate additional beds from time to time. The average occupancy is about 85%. The average dry weight of linen for wash may range between 600 to 750 kg/ day. This may increase or decrease depending upon the bed occupancy of the hospital. The quantity of linen for wash may increase or decrease to the tune of 10% – 50% depending on the requirement of the institute/Extension of Hospital/Addition of New Beds (Opening of the Super specialty Block under PMSSY is scheduled in September 2018.) . Service provider may have to increase the quantity of machines if required.***
31. ***Permanent Hospital Laundry Building is under construction and expected to be completed within 18 months' time. For the time being, College administration will provide a temporary shed to start the laundry work. The Service Provider will have to make arrangements to shift the laundry in the new building within 02 months'***

notice preferably without affecting the services. No charges will be paid to him for shifting of the laundry machine.

32. Technical bid will contain the credentials of laundry tenderer. The successful tenderer should submit the details of three years of Laundry work undertaken in last five years with 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.
 - a) Experience in running modern mechanized laundry.
 - b) Experience in hospital laundry work as stated in the document.
 - c) List of existing clients of tenderer and period of experience with each client.
 - d) Existing premises of tenderer and details of equipment available.
 - e) Any other information.
33. No residential accommodation shall be provided to the staff of the successful tenderer.
34. The performance of the tenderer will be evaluated on quarterly basis as per the Performance indicators given at para-3, section-II of the tender document in the following Performa.
 - a) Name of Contractor
 - b) Objective of Contract

To provide clean, stain free washed and ironed linen to all the patient care areas of the hospital,
 - c) Scope of Contract (Brief)

The contractor has to carry out laundry services for the Institute. Keep the laundry and its fixtures in good and clean condition. All the laundry equipment, their maintenance, manpower and chemicals, reagents and other material for laundry services within the scope of this contract is the responsibility of contractor. He has to collect the dirty linen twice daily from wards, ICU, ICCU, Paying Wards and OT. Washed linen has to be stain free, folded, ironed, mended and returned to respective areas within 48 hours. He has to provide uniform to his workers.
 - d) Period of evaluation: Quarterly:

e) Performance indicators: -

1.	Collection of linen	Twice per day/ Daily/ Alternate day After two days
2.	Time of collection of linen	Timely Late Irregular
3.	Delivery of washed linen	Same day/ Next day/ second/ third day
4.	Quality of washed linen	Good/ Average/ Poor
5.	Ironing of linen	Done/Partially done/ Not done
6.	Repair Mending of linen	Satisfactory/Not satisfactory
7.	Behavior of contractor and his staff	Very good/ Good/ Bad
8.	Overall rating	Very good/ good/ Average/ Poor
9.	Number of breakdown in services	1/2/3/ more than three times in a quarter.

- a) Complaints if any.
- b) Any other Information...
- c) Corrective measures by Contractor...

SECTION-IV

TECHNICAL BID-PART – A

S.No.	Particulars	Details	Page No.
1	Name of Firm/ Proprietorship/ Partnership/ Private Limited Company/ Society (Enclose relevant document)		
2	Name of Proprietor / Partner/ Director/ Chairman		
3	Name and address of the person legally authorized to sign the agreement in case of partnership firm/ Company/ Society.		
4	Permanent Address:		
5	Telephone and mobile No. (Head and branch Office)		
6	Email id: Website :-		
8	Name and mailing address of Proprietor/ partners/ Director/ Chairman of the society/ corporation/ firm/ company with their telephone and mobile nos.		
9	Proof of experience, as stated hereinabove. (Enclose copy of certificate issued from concerned organization/ Institute)		
10	Details of tender fee		
11	Detail of Earnest Money Deposit Bank Draft No. Date of issue Bank's Name and branch: Amount:		
12	Registration Certificate of GST		
13	Blank		
14	Registration Certificate of EPF (enclose copy), if applicable.		
15	Details of Machines etc. as per clause -05 of Section—III and Annexure- III of Technical Bid.		
16	The annual turnover of tenderer as per the tender requirement		

17	Certificate from the qualified Chartered Accountant as required		
18	An affidavit duly certified by a Notary that the firm / company/ Society have never been blacklisted.		
19	An affidavit duly certified by a Notary that there is no ongoing Criminal case / vigilance enquiry/ Labour disputes against the Society/ Chairman of & Society/ firm/ Partners/ proprietor/ Director of the company and he/ she has never been convicted or punished by any Hon'ble Court of Law.		
20	Copy of resolution is submitted for authorization of signatory to sign the tender along with name and designation.		
21	Name and address of organization where satisfactory services were rendered. Enclose satisfactory performance and completion certificate issued by Head / authorized signatory of the organization.		
22	Details of all enclosures		
23	Total No. of Pages of Tender Documents, annexure and enclosures.		

Technical Bid Part — A

Affidavit

Annexure — I

I s/o resident of
.....Owner/Partner/Proprietor/ Director of
M/s.....having its registered office at

do hereby solemnly affirm and declare the following:

- a) That our Firm/ organization/ company namely M/S -
.....has never been black listed by
any of our clients or by any government department.
- b) That there is no ongoing criminal case / vigilance enquiry / labour dispute
against the firm/ organization/ company or its owners/ partners/
proprietors/ directors and he/ she has never been convicted by any
Hon'ble Court of law.
- c) That the bidder does not have any relation with the person authorized
to evaluate technically or involved in finalizing the tender.

Deponent

Verification

Verified aton the..... date that the
contents of the above affidavit are true and correct to the best of my knowledge
and belief.

Deponent

Netaji Subhash Chandra Bose Medical College Jabalpur (MP)
Tender Document for Outsourcing of the
HOSPITAL LAUNDRY SERVICES

Annexure-II

SELF DECLARATION FOR LOWEST RATE

(on Rs 10.00 Non-judicial Stamp paper)

I s/o resident of
.....Owner/Partner/ Proprietor / Director of
M/s..... having its registered office at
..... do hereby certify that the rates quoted in the Tender No.
_____ is the lowest rates
quoted to any Government Institute / Hospital (State / Central) in India.

Authorized Signatory
Designation
Seal

Date :

Place :

Netaji Subhash Chandra Bose Medical College Jabalpur (MP)
Tender Document for Outsourcing of the
HOSPITAL LAUNDRY SERVICES

Annexure-III

Hospital Laundry Services List of Equipment

No.	Name of Equipment	Qty,
1.	a) Washer Extractor (Capacity 70 Kg each or Total 210 Kg) b) Washer Extractor (Capacity 30 Kg each For OT Linen)	03 Nos. 01 Nos.
2.	Drying tumbler (Capacity 50kg each)	02Nos.
3.	Flat work Ironer (Double Roll with Roller Heated Technology)	01 Nos.
4.	Flat bed presses with electrical hand press	01 Nos.
5.	Sluicing Machine (15 Kg)	01 No,
6.	Air Compressor as per the need	01 No.
7.	Closed Trollies for dirty Linen Transport	06 No.
8.	Closed Trollies for clean Linen Transport	06 Nos.
9.	Dry cleaning machine 10kg/ charge	01 No.
10	Bed Sheet Folder	01 No.
11	IBR Boiler 600 Kg	01 No.
12	Sewing Machine (wit Paddle)	02 No.

Enclose on separate sheet entire technical detail and capacity of equipment planned by the bidder for the execution of work.

Note – The washer capacity 210 kg / hour is needed with 600kg boiler to meet the hygiene standards & expected future linen load with smooth operations