

**Tender No.:08/2015-2016/ Hospital Laundry Services / 2015 - 16**



**DOCUMENT**

**Stating**

**TERMS & CONDITIONS**

**For**

**OUTSOURCING OF LAUNDRY SERVICES**

**at**

**INDIRA GANDHI INSTITUTE OF MEDICAL SERVICES, PATNA**

Date of Submission:- 28/08/2015 (up to 5:00PM by speed/Regd post/courier only.)

Date of Opening:- 29/08/2015 (at 11:00 AM.)

## **NOTICE INVITING TENDER**

### **For Selection of Service Agencies to implement and manage Laundry Services at Indira Gandhi Institute of Medical Sciences - Patna**

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The Notice Inviting Tender for selection of Service Agency for implementation and management of Laundry Services at Indira Gandhi Institute of Medical Sciences – Patna is available at the IGIMS website ([www.igims.org](http://www.igims.org)). Filled-in completed documents along with all supportive documents should be send in a sealed envelope to the Director, Indira Gandhi Institute of Medical Sciences, Sheikhpura, Patna by 5.00 P.M. on date 28/8/2015

#### **INTRODUCTION**

Indira Gandhi Institute of Medical Sciences, Sheikhpura, Patna is the apex tertiary care superspeciality hospital. Hospital is having patient care services in the form of Out Patient Departments, Indoor Services, Operation Theatres, various Diagnostic & Laboratory Services. Within the hospital set up, IGIMS is having superspeciality centers e.g. regional Institute of Ophthalmology, Regional Cancer Centre, upcoming Trauma Centre. IGIMS is having capacity of admission of more than 500 patients in the entire hospital.

#### **IMPORTANCE**

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

#### **REQUIREMENTS**

IGIMS has the requirement to launder/dry-clean the hospital linen, which comprises of big/small linen items both white & coloured, blankets, plastic curtains/tapestry etc. The laundry is to be operated on all days in one or more shifts depending on workload. The washed linen will be delivered within 24 hours of receipt for processing.

#### **WORKLOAD**

The quantity of linen items to be washed at present is approximately 1000 pieces per day. This quantity is likely to increase with the addition of new centers /patient care facilities.

#### **RESPONSIBILITY**

##### **(i) 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.
- b. Sorting, processing of used linen with standard laundering processes including repairing (if required), finishing & packing. Transportation & delivery of washed clothes in a covered trolley to the user area daily.

- c. Vendor will identify torn linen at the time of collection, process & wash them. Only torn linen will be replaced by the Institute.
- d. The vendor will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in laundry.
- e. 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.
- f. The contractor will process linen as per approved washing procedure and approved washing formulae.
- g. Standard universal precautions to be followed while collecting & handling infected/soiled linen.
- h. The contractor shall have to set up his own mechanized laundry plant with required laundry equipments inside the Hospital campus at the place assigned/provided by the Hospital Authority.
- i. Maintain the linen for the period of contract, which shall, indicatively include its laundering, upkeep, replacements etc. as the case may.
- j. **Bio-Medical Waste (Management & Handling) Rules**, wherever applicable will be followed by the vendor.

**(ii) Manpower**

- a) **Adequacy & training:** The vendor shall employ adequate number of well-trained staff. Firm will provide uniforms, aprons and other protective gear to ensure proper protection to all workers. All workers will be immunized by the firm before employment & during the course of employment as & when needed. All personnel involved in collection, transport, sorting, and washing of soiled textiles should be consistently & appropriately trained at frequent intervals specially for the use of, appropriate personal protective equipment (PPE), and be supervised to assure compliance with protective procedures.
- b) **Medical examination of staff:** The 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. Expenses, if any incurred by the IGIMS on medical examination of such employees, shall be borne and paid by the vendor.

**(iii) Equipments and Maintenance**

- a. The successful vendor shall have to set up his own mechanized laundry plant inside the Hospital campus at the place assigned/provided by the Hospital Authority. Initially, successful vendor will install following laundry equipments and associated accessories to carry out the cleaning work of the linens at their own expenditure.

Sl. No.	Name of the Equipment	Qty.
1.	Washing Machine (Capacity: 50 Kg.)	02 Nos.
2.	Washing Machine (Capacity: 25Kg.)	02 Nos.
3.	Hydro Extractor (Capacity: 50 Kg.)	04 Nos.
4.	Drying Tumbler (Capacity: 50Kg.)	03 Nos.
5.	Flat Bed Press	02 Nos.
6.	Water Softener (1, 00, 000 Ltrs.)	01 No.
7.	Laundry Trolley's for carrying the linen	10 Nos.
8.	Sewing Machine	05 Nos.

9.	Double Way Sink	2 Nos.
10	Dry Cleaning Machine (25 kg)	01 Nos.
11	Calendaring Machine ( S/D Roller)	02 Nos.

- b. All machines to be installed by the successful vendor will be maintained by the successful vendor by coordinating with the manufacturer. For the purpose of maintenance of laundry machines, the successful vendor should enter in agreement with the OEM.(original equipment manufacturer). In addition to machines, Trolleys for carrying the linen to be provided by the successful vendor, the maintenance of which will be responsibility of the vendor. Institute authorities will provide administrative support during this period. The vendor will also be responsible for maintaining the laundry equipment in working condition throughout the contract period.
- c. Vendor shall install **additional laundry equipments as per requirement** namely Washing Machine, Hydro Extractor, Drying Tumbler, Pressing Machine etc. at their own cost, which may be needed to meet the workload on per day basis.
- d. At the time of termination of the contract, the vendor will have the liberty to either, remove the installed equipments, or to, hand over to the next vendor.

**(iv) Washing Chemicals/Detergents**

The vendor shall be responsible for procurement of all the detergents/washing chemicals of the specification as per approved washing formula.(only from laboratory tested reputed firms 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.

**(v) 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.

**(vi) Security and safety**

The IGIMS Hospital shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory, that may be kept in the said Laundry store by the vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e. Laundry services for IGIMS only). Under no circumstances, the premises are to be used for any other purpose, than 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 for the Laundry ( Approx. 4500 sqft.) will be provided by the IGIMS to the vendor for a specified period of contract. At the time of termination of the contract, the vendor will have the liberty to either, remove all his materials, or to, hand over to the next vendor. On the expiry or earlier termination of this Agreement, the said laundry shall be vacated peacefully by the vendor and handed over to the IGIMS in the condition they had received. In case during the period of contract, the vendor decides to terminate the contract, a notice for a period of not less than four months must be given to

the IGIMS Administration. **Successful Vendor will be responsible for renovation / alteration of the existing space for installation of new equipments** and proper management of Laundry Services at their own cost. However, he has to take prior permission from authorities of the I.G.I.M.S. – Patna.

**(ii) Electricity and Water Supply:**

The successful vendor shall obtain the power supply directly from “Patna Electrical Supply Undertaking” as per power load requirement for running of the laundry services and pay the electricity charges directly to the “PESU” and submit the copy of the receipt to Institute for information every month. Institute will provide their full cooperation in obtaining the power supply from “PESU”.

**(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 as per scope of contract. The vendor will sort out linen (after collection) which is beyond repair this list will be verified by IGIMS representative & will be replaced by equal no./ type of cloths. The cloth will be sluiced/washed & handed over to IGIMS representative on daily basis. Equal no. of fresh linen pieces will be issued as per scope of contract daily to make up for this torn linen.

**TERMS OF PAYMENT**

The monthly bills will be raised by the vendor, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by IGIMS.

**SUPERVISION & QUALITY CONTROL**

- a. IGIMS 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. IGIMS authorities will have unfettered right to inspect the premise, process of laundry, finished product at anytime and the vendor will cooperate with the authorities.
- d. Designated officials of IGIMS will have unfettered right to enter the Laundry premise at any time in order to inspect and execute, any Structural additions and alterations or repairs to the said laundry premises, repairs to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties, as far as possible. However if this is not possible in any exigency, IGIMS authorities may allow entry of other designated officials for the above purpose.
- e. **Random Microbial Count Through Culture for Linen regarding presence of Pseudomonas and aerobic spores and Klebsiella etc. has to submitted every month**

**Period of Contract:**

**Initially the contract will be valid for a period of five year which will be extendable up to next five years on yearly bases subject to satisfactory performance.**

## PREREQUISITE CRITERIA FOR QUALIFICATION

### 1. **Authenticity & Operational Capability:**

- a) The tenderer should have been in business in govt. hospital//PSU or private sector (including hotel, textiles industry etc.) for a period of at least for 3 years in laundry service for which the quotation / tender are submitted. The vendor on a non– judicial stamp paper should give a declaration to the effect. The firm should also submit list of organization where it is running its service in the last three years. The vendor is required to submit performance report from such organization where it has been providing services in laundry.
- b) Surprise/Scheduled visit to the premises where it is running the laundry services, by the representatives of the Institute shall be made to verify vendor capacity and standing.
- c) 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.
- d) 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.

### 2. **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.
  - b. If the tenderer give a false statement on any of the above information, the firm / supplier will not be considered and their quotation / there shall be deemed to be rejected and security deposit will stand forfeited.
3. Each tender should be accompanied by Earnest Money deposit of **Rs. One Lakhs**, in form of B/G from any nationalized bank (Valid for the period of contract from the date of opening of tender) or by way of **demand draft** in favour of the Director, IGIMS, Patna.

**TENDERS NOT ACCOMPANIED BY EMD & HAND WRITTEN QUOTATIONS WILL BE SUMMARILY REJECTED.**

**Conditional tenders will be summarily rejected.**

### **PERFORMANCE GAURANTEE:**

The finally selected Bidder(s) will be required to furnish an irrevocable Contract Performance Guarantee (P.G.) of Rs. 2.00 Lakhs (Rs. Two 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 IGIMS to make good the deficit. In case of failure by the contractor to furnish the performance guarantee within the specified period, IGIMS shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money absolutely.

The performance guarantee shall be initially valid up to the stipulated date of completion plus 60 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, IGIMS.

## **GENERAL TERMS & CONDITIONS**

- 1) The 1st party (IGIMS) 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 (IGIMS) 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 executive 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 it's 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 upto the satisfaction of Institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
- 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 equipments 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 until unless there is rise in operating cost (increase in energy charges, raw materials etc) and agreed by the Institute after proper verification of the documents produced by the vendor in support. 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. That a daily report of its staff on duty and about their performance is furnished & maintained.
  - ii. That its staff does not smoke at the place of work.
  - iii. 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.
  - iv. That before using any equipment/appliances or material and products of laundry, it is having the approval of the Principal Employer as no sub standard material being used.
  - v. Random Microbial Count Through Culture for Linen regarding presence of Pseudomonas and aerobic spores and Klebsiella etc. has to submitted every month.
- 28) The Institute will deduct Income Tax at source under section 194-c of the Income Tax Act, 1961 from the contractor @ 2% or appropriate amount as applicable of such sum as Income Tax comprised therein.
- 29) 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, IGIMS, Patna shall have the right to forfeit the security money deposited by the agency for the execution of the contract.
- 30) The contract can be terminated by the first party (Director, IGIMS, Patna) by giving four months notice. The second party (the contractor) if so desire to terminate the contract will be required to give four month's notice.

### **Penalty clauses**

- 1) In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract: Institute (IGIMS – Patna) reserves the right to forfeit the security deposits / performance guarantee etc.
- 2) For any breach of contract, Director, IGIMS, Patna or duly constituted committee by Director, IGIMS, Patna shall be entitled to impose a penalty to the extent of Rs. 5000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.

- 3) 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 agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
- a) If the personnel working in laundry are not found in proper uniform and displaying their photo identity card.
  - b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
  - c) Penalty will also be imposed if the behaviour of personnel(s) found is discourteous to any one in the hospital including staff or patients.
  - d) If any personal found performing duty by submitting a fake name and address.
  - e) If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the Institute authorities.
  - f) In the case of any loss/theft of Institutes property tearing of linen, or with stains the committee will consider the circumstances leading to the loss of linen and if the responsibility is fixed on the agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.
  - g) If the washing procedure given by the firm is not followed in to.
- 4) In case of any loss or theft, 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 encashment of security deposit and if the amount of loss or damage exceeds the amount of security deposit, then the amount will be recovered from the bill in one or more installments. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Arbitrator as appointed by the Director, IGIMS at **PATNA** shall have jurisdiction in connection with any dispute/litigation arising out of this contract.

**Arbitration:-** In the case of any disputes, difference or controversy arising out of the the agreement or its terms and conditions or relating to scope of outsourcing of Laundry Services shall be referred for Arbitration to the Arbitrator. , The Director IGIMS, Patna is as sole Arbitrator for the purpose of Arbitrator in the matter as stated above and will give award as per the provision of the Arbitration act 1996 and award will be final and binding on both the parties.

1. TENDER SHOULD BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:

**PART-I: - TECHNO-COMMERCIAL BID IN ONE SEALED COVER. (Annexure – I)**

**PART-II: - PRICE BID/FINANCIAL BID IN ONE SEALED COVER. (Annexure – II)**

**BOTH THE SEALED ENVELOPES SHOULD THEN BE PUT IN ONE OUTERCOVER INDICATING THEREON:**

- i) Reference No. of the Tender: \_\_\_\_\_
- ii) Tender regarding \_\_\_\_\_
- iii) Due date for submission of the tender : \_\_\_\_\_
- iv) Due date for opening of the tender \_\_\_\_\_
- v) Name of the firm \_\_\_\_\_

PLEASE NOTE THAT PRICES SHOULD NOT BE INDICATED OR REVEALED IN ANY FORM IN THE TECHNO- COMMERCIAL BID. THE PRE-QUALIFICATION DOCUMENTS INCLUDING E.M.D./BID SECURITY AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIABLE BE ACCOMPANIED WITH THE TECHNO-COMMERCIAL BID.

**NOTE:- TENDERS SUBMITTED WITHOUT FOLLOWING TWO BID SYSTEM PROCEDURE AS MENTIONED ABOVE WILL BE SUMMARILY REJECTED.**

**Note:**

**a. IN CASE OF THE TENDER DOUMENTS DOWNLOADED FROM THE WEBSITE :-**

THE BIDDERS MAY DOWNLOAD THE TENDER DOCUMENTS DIRECTLY FROM THE WEBSITE AVAILABLE AT [www.igims.org](http://www.igims.org) . IN SUCH CASE, THE BIDDERS ARE REQUIRED TO SUBMIT THE TENDER COST FEE OF Rs. 2, 000/- (Rs. Two Thousand Only; NON-REFUNDABLE) BY WAY OF SEPARATE DEMAND DRAFT DRAWN IN FAVOUR OF DIRECTOR, I.G.I.M.S. – Patna AND THE SAME SHOULD ESSENTIALLY BE ENCLOSED ALONGWITH THE TECHNO COMMERCIAL BID.

THE BIDDERS SHOULD SPECIFICALLY SUPERSCRIBE, “DOWNLOADED FROM THE WEBSITE” ON THE TOP LEFT CORNER OF THE OUTER ENVELOPE CONTAINING TECHNO COMMERCIAL BID & PRICE BID SEPARATELY. IN NO CASE, THE TENDER COST FEE SHOULD BE MIXED WITH EMD AMOUNT. THE TENDERS NOT FOLLOWING THE ABOVE PROCEDURE WILL BE SUMMARILLY REJECTED.

**b. TENDERS NOT ACCOMPANIED BY EMD & HAND WRITTEN QUOTATIONS WILL BE SUMMARILY REJECTED.**

2. **Evaluation of Technical Bid:** The firm needs to satisfy the check list of Certificates / Documents as mentioned in Annexure - I and Minimum Eligibility Criteria to be considered technically qualified. In case no competent bid is received for providing all the services in any given category, Director – Indira Gandhi Institute of Medical Sciences - Patna reserves the right to relax provisions.

3. **Evaluation of Financial Bid:**

Financial Bids will be evaluated as per details mentioned below:

- a. Average Rate of washing for all categories ( A To D) from 1<sup>st</sup> Years to 5<sup>th</sup> Year.
- b. Average Rate of washing for all categories ( ATo D )from 6<sup>th</sup> Years to 10<sup>th</sup> Year.

$$\text{Calculation of Average Rate for a period of 10 years: } \frac{a + b}{2}$$

**NOTE:-The vendor should quote the rate with linens and without linens. The specification of Bed linens is placed at Annexure III and the linens of other categories the sample will be approved by Institute .**

**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 vendor who have more work experiences in such type of services in Govt. / Reputed Pvt. Hospitals.**

Sd/-  
Director,  
I.G.I.M.S. – Patna.

**Annexure - I**

**Check List of Certificates/ Documents required to be submitted in the  
Techno-Commercial Bid-Part I.**

I/WE now submitting herewith following documents/ certificates as per tender requirement which are enclosed as per detail given below:

1.	Name & Address of the Firm/ Service Agency with phone number, email, name and telephone/ mobile																																							
2.	Constitution of Firm/Agency Individual/Sole proprietor firm/partnership firm/company																																							
3.	Name, Address & designation of the authorized person (Sole proprietor/partner /Director																																							
4.	<p>Experience in the work of providing Laundry Services (read terms and conditions for eligibility)(annex in separate sheet)</p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Name of Organization with complete address and telephone numbers to whom services provided.</th> <th>From</th> <th>To</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Sl. No.	Name of Organization with complete address and telephone numbers to whom services provided.	From	To																					<table border="1"> <thead> <tr> <th>Contracted Amount (Rs. Per Month)</th> <th>Reason for Termination</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	Contracted Amount (Rs. Per Month)	Reason for Termination												
Sl. No.	Name of Organization with complete address and telephone numbers to whom services provided.	From	To																																					
Contracted Amount (Rs. Per Month)	Reason for Termination																																							
5.	<p>Set- up of your Organization, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service:</p> <p>a. Is the establishment registered with the Government; please give details with document/evidence.</p> <p>b. Do you have Labour license. Please provide details and attach a copy.</p> <p>c. Undertaking of the Agency confirming the availability of the adequate manpower of requisite experience for deployment in IGIMS – Patna.</p>																																							
6.	Declaration on Rs. 10/- non-judicial stamp paper duly attested by the Notary with regard to business of providing Laundry Services in Govt. Hospital/PSU or private sector with more than 500 beds for a period of at least 3 years in laundry services.																																							
7.	The vendor is required to submit satisfactory performance certificate from such organizations where it has been providing laundry services																																							

8.	<p>Please attach the notarial declaration of following in 100 Rs. Stamp paper</p> <ol style="list-style-type: none"> <li>1. Adherence to the provision of PF &amp; minimum wages act</li> <li>2. Service Agency/firm will not employ any child labour</li> <li>3. Personnel /labourers will be the employee of Agency/firm &amp; there will be no employer-employee relationship between them and IGIMS.</li> </ol>	
9.	Please attach copy of last Return of Income Tax	
10.	Please attach balance sheet [duly certified by Chartered Accountant for last three (3) years]	
11.	PAN No. (Please attach copy)	
12.	Service Tax Registration No. (Please attach copy)	
13.	Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document.	
14.	Power of Attorney/authorization for signing the bid documents	
15.	Please submit an undertaking 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. Also submit that proprietor/firm has never been black listed by any organization.	
16.	Are you covered by the labour Legislations, such as, ESI, EPF, Gratuity Act etc.	
17.	Please give EPF No: ESI Code: Gratuity Act Regn. No	
18.	<p>Details of the Demand Draft of Rs. 2, 00, 000/- as bid security (EMD)</p> <p>DD No. Date: Payable at:</p>	
19.	<p>Detail of cost of Tender for Rs. 2000/-</p> <p>Demand Draft No. Date: Payable at:</p>	

Signature of Bidder / Authorized Signatory

Date & Seal

## Annexure - II

### **PART – II: Price Bid / Financial Bid**

**Financial bid for existing scope of work with & without linens (transport of dirty linen from collection point area to laundry, washing of dirty linen & transport of clean linen from laundry to collection point area, sorting processing of used linen etc.) + supply, installation, commissioning and maintenance of Laundry machines.**

**For First Five Years:**

Sl. No.	Name of Linen items	Price per unit in INR				
		1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	4 <sup>th</sup> Year	5 <sup>th</sup> Year
<b>GROUP 'A'</b>						
1.	Bed Sheet					
2.	Draw Sheets					
3.	Patient Coat					
4.	Patient Pajama					
5.	Surgical Shirts					
6.	Surgical Pajama					
7.	Surgical Frock					
8.	O.T Towel					
9.	O.T Gown					
10.	DL Wrapper					
11.	Trolley Cover					
12.	Abd. Winder					
13.	Pillow Cover					
<b>GROUP 'B'</b>						
1.	Women Skirt					
2.	Women Jacket					
3.	Perennial Sheets					
4.	Abdominal Sheet					
5.	Legging					
6.	Syringe capper					
7.	Blanket Woolen					
8.	Baby frock					
9.	Baby Sheets					
<b>GROUP 'C'</b>						
1.	Turkish Towel					
2.	Hand Towel					
3.	Screen Cover					
4.	Corton					
5.	Face Towel					
6.	Napeceens					
7.	Headwear's/Caps					
8.	Gloves					
9.	Children Coat					
10.	Children Pajama					
11.	Door panel					
12.	SS aprons					
<b>GROUP 'D'</b>						
1.	Musk					
2.	Shoes cover					
3.	Couch Cover					
4.	D.L Bags					
5.	Winder					
6.	Blanket Cover					

**For Next Five Years:**

Sl. No.	Name of Linen items	Price per unit in INR				
		6 <sup>th</sup> Year	7 <sup>th</sup> Year	8 <sup>th</sup> Year	9 <sup>th</sup> Year	10 <sup>th</sup> Year
<b>GROUP 'A'</b>						
1.	Bed Sheet					
2.	Draw Sheets					
3.	Patient Coat					
4.	Patient Pajama					
5.	Surgical Shirts					
6.	Surgical Pajama					
7.	Surgical Frock					
8.	O.T Towel					
9.	O.T Gown					
10.	DL Wrapper					
11.	Trolley Cover					
12.	Abd. Winder					
13.	Pillow Cover					
<b>GROUP 'B'</b>						
1.	Women Skirt					
2.	Women Jacket					
3.	Perennial Sheets					
4.	Abdominal Sheet					
5.	Legging					
6.	Syringe capper					
7.	Blanket Woolen					
8.	Baby frock					
9.	Baby Sheets					
<b>GROUP 'C'</b>						
1.	Turkish Towel					
2.	Hand Towel					
3.	Screen Cover					
4.	Corton					
5.	Face Towel					
6.	Napeceens					
7.	Headwear's/Caps					
8.	Gloves					
9.	Children Coat					
10.	Children Pajama					
11.	Door panel					
12.	SS aprons					
<b>GROUP 'D'</b>						
1.	Musk					
2.	Shoes cover					
3.	Couch Cover					
4.	D.L Bags					
5.	Winder					
6.	Blanket Cover					

### Annexure - III

#### **(A) Bed Linen 100% Cotton:**

1. Weight has no direct relation with the quality!
2. The tensile strength should have a minimum of 70kg/5cm.
3. This minimum tensile strength should be present in both warp and weft direction.
4. All yarns used, should be ring spun.
5. All cotton fibers should have an average staple length of 20-25 mm.
6. Fibers shorter than 13 mm shouldn't be present.
7. We recommend to have double stitching of the seams.
8. Dimensional stability: maximum 5 % shrinkage after 3 washes.
9. For colored linen, it should have good colorfastness to wash.

#### **(B) Quality of other linen:-**

##### **Basic Fabrics Spun into YARNS to CLOTH.**

**Prpper moisture repellency..dry efficiency ( quick drying),. Surface fluffy. Stenciled strength.  
Static safety ( Poorly static),Low flammability. Easily sanitize, Good visul appearance**

#### **Microbial repellent,Non-irritant,Declaration:**

**I/We hereby declare that the rates I have quoted are equal to or less than the rates quoted by me /us to other Government, quasi-government or private hospitals for the same items.**

1. **I/We have gone through the terms & conditions as stipulated in the tender enquiry document and confirm to accept and abide the same.**
2. **No other charges would be payable by the Institute towards services mentioned in this tender.**

**Signature of Bidder / Authorized Signatory**

**Date & Seal**