

**TENDER FOR PROVIDE OF LAUNDRY SERVICES FOR 3 YEARS**

**AT**

**All India Institute of Medical Sciences, Raipur**

Bid Reference	Tender Enquiry No. Store/Tender/Laundry Service /2/2015
NIT Issued date	05-05-2015
Prebid meeting	15-05-2015 <b>at 3:00 PM</b> <b>Venue :</b> Committee Hall, 2 <sup>nd</sup> Floor, Medical College Building, Gate no. 5, AIIMS, Raipur
Last date and time of submission of bids	<b>27-05-2015 at 3:00 PM</b>
Date and time of opening of technical bids	<b>27-05-2015 at 3:30 PM</b> <b>Venue : Store Officer</b> Committee Hall, 2 <sup>nd</sup> Floor, Medical College Building, Gate no. 5, AIIMS, Raipur
Cost of the Bid document	Rs. <b>5,700/-</b> (D.D./Pay order in favour of Director, AIIMS, Raipur, payable at Raipur (C.G.))
EMD Amount	Rs. <b>3,60,000/-</b> (D.D./Pay order in favour of Director, AIIMS, Raipur, payable at Raipur (C.G.))



**All India Institute of Medical Sciences, Raipur**  
G.E. Road, Tatibandh, Raipur – 492099, Chhattisgarh  
Tele: 0771- 2573777, email: [Store@aiimsraipur.edu.in](mailto:Store@aiimsraipur.edu.in)  
Website: [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in)

**TENDER NOTIFICATION FOR PROVIDING OF LAUNDRY SERVICES AT AIIMS, RAIPUR**

It is intended to temporarily outsource the operations of "LAUNDRY SERVICES" for our 150 bedded hospital for washing (without any remnants of stains) & pressing of soiled linen items like bed sheets, pillow covers, towels of varying sizes (with hole & normal), wrappers, leggings, gowns, patients' hospital dress like shirts/pants/kurtas/pyjamas etc, of various sizes. The linen is of 100% Cotton, 80:20 &/or 67:33 Cotton Polyester blends & woolen fibers.

Sealed and superscripted tenders are invited from reputed launderers/service providers with mechanized laundry facilities for the above work. Detailed information with all terms and conditions are given in the Tender Document. Application forms and the tender documents can be downloaded from website [www.aiimsraipur.edu.in](http://www.aiimsraipur.edu.in) as well as [www.tenders.gov.in](http://www.tenders.gov.in). and the tenderer shall deposit a separate Bank Demand Draft/Pay Order in favour of "All India Institute of Medical Sciences, Raipur" worth {₹5,000/- + ₹ 700/- (14% VAT)} ₹ **5,700/-** along with tender Document (Technical Bid) & EMD of requisite amount. The tenders submitted without tender cost or without EMD shall be liable to be rejected summarily. The cost of the bid document is non-refundable.

The last date of submission of bids is 27-05-2015 at 3:00 pm in the Store Office at AIIMS Raipur.

**Store Officer**  
**AIIMS, Raipur**

ANNEXURE-A

**Financial Bid**

**(To be submitted in separate envelope)**

**TENDER FORM TO PROVIDE LAUNDRY SERVICES AT AIIMS, RAIPUR**

**To**

**The Store officer,  
AIIMS, Raipur**

Sir,

I/We, the undersigned, have carefully gone through the Terms and Conditions of the laundry service in your hospital and thereby submit the rates as under:

The rate will be Rs. \_\_\_\_\_ [Rupees ..... only] per cloth (irrespective of size, type or category of linen and inclusive of all charges for cotton cloth).

Note: If any taxes, kindly mentioned the tax, but service tax will not be applicable as per letter no. B1/14/201-TRU New Delhi, 19<sup>th</sup> September 2013 of GoI, Ministry of Finance. L1 will be decided on the basis of price quoted for the "Laundry Service" only.

Signature of the tenderer

Name: \_\_\_\_\_

[In capital letters]

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(With Seal of the agency)

**ANNEXURE- B**

**DETAILS OF THE TENDERER**

<b>Sl.No.</b>	<b>Particulars</b>	<b>TO BE FILLED BY THE TENDERER</b>
1	Name of the Firm/Supplier	
2	Postal Address with Telephone No./ Fax No./ Mobile No./ E-Mail Address	..... ..... ..... ..... .....
3	Details of machineries available	
4	Annual Turnover for the last three years a. 2011-2012 b. 2012-2013 c. 2013-2014	..... ..... .....
5	PAN	
6	Service tax Registration no.	
7	a. Factory License No. b. Shops & Estt. License No. c. BBMP/Municipal/Local authority License No. d. License under Contract Labour Act (if, applicable) e. ESI Code No. f. EPF Code No.  (copies of all relevant licenses to be enclosed)	..... ..... ..... ..... ..... ..... .....
8	Details of EMD a. DD/Bankers' Cheque/ FDR No. b. Name of the Bank c. Branch d. Amount	..... ..... ..... .....

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<b>Sl.No.</b>	<b>Particulars</b>	<b>TO BE FILLED BY THE TENDERER</b>
9	Whether Assessed under IT Act. If so, enclose Income Tax returns for the last three years.	
10	Names & addresses of other hospitals, etc., to whom services are provided	
11	The tender should have experience of providing laundry service in Govt. Hospital/PSU Hospital or a private sector tertiary care hospital with more than 150 bed /Hotels with at least 3 star rating for a period of at least 3 years including chemicals/detergents. The bidder should give a declaration to this effect on Rs. 10/- non judicial stamp paper dully attested by Notary. The bidder should give a list of organizations for which it was rendering laundry service as mentioned above along with satisfactory performance certificate from such organizations.	
12	Whether service is provided for 24 hours and on all days	
13	Any other information relevant to the subject	
14	Agency should have office in Raipur. In case of outside agencies they must have their registered branch office in Raipur (Documentary proof required)	
15	Please submit a notarised affidavit on Indian Non Judicial Stamp paper of ₹ 10/- 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. Please also declare that proprietor/firm has never been blacklisted by any organisation.	

**Declaration: I/We, hereby declare that the information as provided above is correct & true to the best of my knowledge.**

**Place:** .....

**Name, Signature & Seal of the tenderer**

**Date:** .....

**To:**

**The Store Officer,  
All India Institute of Medical Sciences  
Raipur**

**Dear Sir,**

**Sub: Your advertised tender enquiry dated .....for washing &  
Pressing of soiled linen items – Reg.**

We submit herewith our quote against your advertised tender enquiry, bearing No.....,dated:....., for linen items. We have carefully perused the Terms and Conditions as stipulated therein and accept the same unconditionally.

**(Firms Name & Address)**

**(Signature of Authorised  
Signatory)**

**WITNESS:**

**Signed in my  
presence. Name :  
Designation:**

**Seal:  
Notary Public/Gazetted Officer  
(with name & Complete Address)**

**Place:**

**Date:**

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### **GENERAL TERMS & CONDITIONS:**

- **EMD** – Rs.3,60,000/- (Rupees Three Lakh Sixty Thousand Only), by DD/FDR/BG in favour of AIIMS Raipur valid up to 45 days from the date of opening the tenders.
  - **Performance Security Deposit** – 5% will be deducted from the running bill and 5% of contract value to be submitted by the successful bidder, within 15 days from the award of the tender, by way of a DD/FDR/BG for the appropriate amount, drawn in favour of AIIMS Raipur, payable at Raipur.
  - Performance Security Deposit is returnable after the completion of the contract, as per the terms & conditions, without paying any interest.
  - Tender Documents if down loaded from our website **www.aiimsraipur.edu.in**, as well as **www.tenders.gov.in** the appropriate application fee in the form of DD/Pay order, as per s.no. 7 of above annexure B to be submitted along with the duly and completely filled tender document.
  - Last date for receipt of duly filled Tender Documents is 25-05-2015, 03.00 PM. Date of opening the Tender is on 25-05-2015, 03:30 PM, in the office of Store Officer, AIIMS, Raipur. In case, date of opening of tenders happens to be declared a public holiday, the tender shall be opened on next working day. Other conditions will remain unchanged.
- **Experience** – The tender should have experience of providing laundry service in Govt. Hospital/PSU Hospital or a private sector tertiary care hospital with more than 150 bed /Hotels with at least 3 star rating for a period of at least 3 years including chemicals/detergents. The bidder should give a declaration to this effect on Rs. 10/- non judicial stamp paper dully attested by Notary. The bidder should give a list of organizations for which it was rendering laundry service as mentioned above along with satisfactory performance certificate from such organizations.
- **Validity of Contract** – The Contract shall be valid for 36 months from the date of enter into contract, which may be extendable by another 6 month with mutual consent.
  - **Location** – Agency should have office in Raipur. In case of outside agencies they must have their registered branch office in Raipur (Documentary proof required).

Tender should be submitted in two bid system containing two parts as detailed below:

Part-I:- Technical Bid along with EMD and bid document cost in one sealed cover.

Part-II:- Price bid/financial bid in one sealed cover (as Annexure A).

Envelope Containing Part-I and Envelop containing Part-II must be covered in third scaled cover Super Scribed “Tender for LAUNDARY SERVICES” in AIIMS, Raipur.

**SPECIFIC TERMS & CONDITIONS:**

- **signing of Tender:** Individuals signing tender or other documents connected with the contract must specify:
  - (i) Whether signing as a “Sole Proprietor” of the firm or his attorney.
  - (ii) Whether signing as a “Registered Active Partner” of the firm or his attorney.
  - (iii) Whether signing for the firm “Per Procurationem.”
  - (iv) In the case of companies and firms registered under the Indian Partnership Act the - capacity in which signing, e.g. Secretary, Manager, Partner etc. or their attorney and produce copy of a document, empowering him to do so, if called upon to do so.
  - (v) The vendor shall pay the minimum wages to the workers engaged in the contract of Laundry Services as the prevailing minimum wages Act. No additional claim shall be entertained to this affect.
  - (vi) The contractor shall comply to various law / Act to the extent of labour engagement.

**Note:** In case of unregistered firms all the members or all attorneys duly authorized by all of them or the Manager of the firm should sign the tender and subsequent documents.

- **SUB-CONTRACTING OF TENDER WORK:** The Tenderer shall not sublet, transfer or assign the tender or any part thereof without the written permission of the MS, AIIMS Raipur. In the event of the contractor contravening this condition, the Director AIIMS Raipur has the rights to cancel the tender, besides taking recourse to available legal action.
- The soiled (dirt, grime, blood, body fluids, etc.) linen items are to be collected by the successful tenderer from the hospital, everyday at 9.00 AM through their own personnel, taken to their place of work, washed using good quality soaps/detergents, all stains removed using good quality stain removers, wherever applicable optical brightening agents are applied, wherever applicable starch is applied, dried properly, pressed without any wrinkles, folded neatly, packed separately item wise, transported and delivered at the hospital at 9.00 AM of the next day.
- The soiled linen shall be collected by the contractor at the prescribed time from all the concerned departments under proper acknowledgement in duplicate (one copy for the concerned department and the other copy for the



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contractor). The washed & pressed linen as detailed above shall be delivered by the personnel of the contractor to the concerned departments at the prescribed time under proper acknowledgement. The hospital will not provide any space or personnel or transportation or materials or any other support or infrastructure to the contractor to execute his work.

- The contractor is solely responsible for any loss, damage, discolouration, bleeding of colours, 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.
- Blood-stained linen will have to be washed separately from other normally stained linen and should not be mixed with each other.
- If the quality of the washed linen items are not found to be complying with the stipulations made above, the same shall be rewashed free of cost.
- Security Deposit will be forfeited, if the services are irregular, unsatisfactory, untimely & not of good quality.
- TDS as applicable under the Income Tax Act will be deducted from the bills and will be paid to the concerned department.
- Force Majeure Clause:** If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries have been so resumed or not shall be final and conclusive. Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, AIIMS, Raipur party may, at least option to terminate the contract.
- **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, Raipur shall have the power to terminate the contract without any prior notice.

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- **Breach of Terms and Conditions:** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by AIIMS, Raipur. In that event the security deposit shall also stands forfeited.
- **Subletting of Work:** The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Raipur, which will be at liberty to refuse if thinks fit. The tender is not transferable. One tenderer shall submit only one tender.
- **Right to call upon information regarding status of work:** The AIIMS, Raipur will have the right to call upon information regarding status of work/ job at any point of time.
- **Terms of payment:** Designated committee shall release 100% payment of the total order value after the successful work completion of the ordered of monthly basis against the submission of the satisfactory work report.
- **Arbitration:** If any difference arises concerning this agreement, its interpretation on payment to the made thereunder, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute to Sole Arbitrator to be appointed by the Director, AIIMS, Raipur. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.
- **Legal Jurisdiction:** The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.
- Performance certificate should also be considered for evaluation.

The undersigned reserves the right to postpone the date of opening or to accept or reject any or all the bids without assigning any reason at any stage with the approval of Director AIIMS Raipur.

Store Officer  
AIIMS, Raipur