



DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.

All India Institute of Medical Sciences, Raipur

G.E. Road, Tatibandh, Raipur– 492099, Chhattisgarh

Tele: 0771- 2971307, email: store@aiimsraipur.edu.in

Website: www.aiimsraipur.edu.in/www.eprocure.gov.in

Notice Inviting Tender
For
“One Year Rate contract for Providing of Laundry Services”
At
All India Institute of Medical Sciences, Raipur

CRITICAL DATE SHEET

Published Date	19/09/2020 05:00 pm
Bid Document Download / Sale Start Date	19/09/2020 06:00 pm
Clarification Start Date	19/09/2020 06:00 pm
Clarification End Date	28/09/2020 03:00 pm
Pre bid meeting	28/09/2020 03:30 pm
Bid Submission Start Date	05/10/2020 12:30 pm
Bid Submission End Date	17/10/2020 06:00 pm
Bid Opening Date	19/10/2020 03:30 pm
Tender document cost	Exempted as per GFR - 2017
EMD cost	₹ 3,00,000/-

Chapter-I.

General Instructions to Tenderer (GIT)

1. Online bids are invited on behalf of Director, AIIMS on single stage two bid system from Reputed, Eligible and Qualified Tenderer agencies to Providing Laundry Services in Hospital block for One Year. **Manual bids shall not be accepted.**
2. The Bidder will bear all costs associated with the preparation and submission of bid; AIIMS will not be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
3. Tender document may be downloaded from AIIMS, Raipur web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
4. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
5. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
6. Tenderer who has downloaded the tender from the **AIIMS, Raipur web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.
7. The Technical bid should include the detailed specifications of work.
8. AIIMS Raipur intends to engage Laundry services for the collection, proper washing and ironing of the hospital linen, which comprises big/small linen items both white & colored, blankets, plastic curtains/tapestry etc. The outsourced Laundry service is to be operated on all days in one or more shifts depending on the workload of AIIMS Raipur requirement. The washed linen will be delivered within 16 hours in the Summer Season and within 24 hours in the Winter/Monsoon Season after receiving from AIIMS Raipur for processing. The delivery timings are also mentioned in the detailed scope of work. The main objective of engaging outsourced laundry service will be to use washed and cleaned Hospital Linen in Patient Care at AIIMS Raipur.

9. Outsourced Laundry Service Provider responsibilities:

The linen has to be collected, washed/cleaned properly and stains of any type have to be removed without any blot and any loss of the material or the cloth. The linen must be washed and ironed properly to the satisfaction of the authorities. The Tenderer shall use washing material of branded/standard quality (preferably ISI Mark products). If the washed clothes received are not found satisfactory the same will be returned for washing without any additional expenditure. The detailed Scope of work given at "Annexure-A", which include dirty/soiled linen and used Clothes will have to be collected and handed over to the in-charge/laundry supervisor, failing which the penalty as applicable will be levied on each occasion by AIIMS Raipur. Continuous default may lead to cancellation of contract, the detailed scope of work given in ANNEXURE-A.

10. Interested Bidder may Visit AIIMS Raipur:

Interested agencies may visit/inspect AIIMS Raipur on any working day between 10:00 Hrs. to 14:00 Hrs. to collect all information that will be necessary for preparing the tender and entering into a Contract for the Outsourced Laundry services during the Date of Tender Sale to Tender Closing as mentioned in the "Critical Date Sheet".

Others Terms and Conditions:-

1. **Manual bid shall not be accepted in any circumstance.**
2. The complete bidding process in online bidding, Bidder should be possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. **Tenderers are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
4. **Quotations/Bid should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery & warranty terms etc. whichever is applicable
5. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
6. The Tender/Bid will be opened online at website **<https://eprocure.gov.in/eprocure/app>** on Store office at AIIMS Raipur Premises at the time of bid opening.
7. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration certificate.
8. The quantity shown in tender is approximate and may vary as per demand of the Institute at the time of placement of order.
9. The bidder must be able to provide the services within specified time period as prescribed in the tender, failing which the EMD will be forfeited.
10. All disputes shall be subject to Raipur Jurisdiction only.
11. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lower bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
12. The Tender/Bid will be opened online at website **<https://eprocure.gov.in/eprocure/app>** in Stores office at AIIMS Raipur Premises at the time of bid opening.
 - i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
 - ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
13. Tenderer to submit the scanned Copies of original documents (with technical bid) defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
14. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.

15. All the rates should be mentioned in Indian National Currency (INR) only. The rates quoted in foreign currency will not be entertained in this tender enquiry & such quotations will be cancelled straightway
16. Rates quoted should be inclusive of all applicable taxes etc. at FOR AIIMS Raipur. Tenderer must mention taxes/duties clearly.
17. Unloading of material will be arranged by supplier.
18. The quotations should be given for the items in the same order as in the tender document.
19. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
20. In the event of any dispute or difference(s) between the AIIMS Raipur and the vendor(s) arising out of non-providing services or not found according to the Rate Contract or any other cause whatsoever relating to the supply or services before or after the supply has been executed, shall be referred to the concerned authority of AIIMS Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
- 21. Terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.**
- 22. Pre-bid meeting will be held at chamber of office of the Stores officer (Hospital), Gate no.-01, Tatibandh, AIIMS Rapur.**
23. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Stores Officer, AIIMS Raipur through e-mail storesofficer.hp@aiimsraipur.edu.in on or before 28/09/2020 at 3:00 PM. and Earnest Money Deposit (EMD) in form of demand draft/FDR Pay Order of **₹ 300000.00/-** towards refundable EMD from a Schedule bank in favour of **“All India Institute of Medical Sciences, Raipur”** payable at Raipur and scanned image to be uploaded with technical bid. The demand draft should be valid for 90 days (Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India). Without the EMD the bid will not be considered. The EMD of the successful bidder will be returned to them without any interest after completing the successful execution of Agreement. The earnest money of unsuccessful bidders will be returned to them without any interest after awarding the offer.

Chapter-II.**General Terms and Conditions****1. Earnest Money:-**

S.No.	Name of the Item	EMD
1	Providing of Laundry Services	₹ 3,00,000.00/

Earnest Money Deposit (i.e. ₹ ₹ 3,00,000.00) is to be deposited electronically by RTGS/NEFT in the account of AIIMS Raipur at the below mentioned details:

Bank Details for EMD payment through NEFT/RTGS**Bank Name – Bank of India****IFS Code: BKID0009363 Account No: 936320110000024**

Bidders are required to submit the details of EMD payment receipt at the time of Bid submission

Or

Earnest money (i.e. ₹ ₹ 3,00,000.00) by means of a Bank Demand Draft/FDR or NEFT/RTGS, a scanned copy of to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FDR may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at office of the Stores Officer Gate no.1, Room no. 146, lower ground floor, C-Block (opposite to Nuclear medicine department), AIIMS, Raipur before opening of tender.

i) No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

ii) Tenders without Earnest Money or Tender cost will be summarily rejected.

iii) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.

iv) MSME units interested in availing exemption from payment of bid security should submit a valid copy of their registration certificate issued by the concerned NSIC/Udyog Aadhaar. If the bidder is a MSME, it shall declare in the bid document the Udyog Aadhar Memorandum Number issued to it under the MSME Act, 2006. If a MSME bidder do not furnish the UAM Number along with bid documents, such MSME unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.

v) The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

vi) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

2. Validity of Contract – The contract for outsourcing Laundry Services as per details given in the **Scope of Work** in “**Annexure-A**” shall initially for a period of (1) one year and can be continued / renewed for further (1) year at a time maximum up to (3) three years subject to satisfaction of the All India Institute of Medical Sciences (AIIMS), Raipur and on mutual consent of both the parties subject to the condition/ rules framed by the Government of India from time to time.

3. Signing of Tender:

All the duly filled/completed pages of the tender should be given serial /page number on each page and signed. The individual signing the tender or other documents connected with contract must specify whether he sign as:

- a) A sole proprietor of the concern or constituted attorney of such sole proprietor;
- b) A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.

4. N.B.

In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.

- i. In the case of partnerships firm, where no authority to refer disputes concerning the business of partnership firm has been conferred on any partner, the tender and all other related document must be signed by all partners of the firm.
- ii. A person signing the tender form or any document forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, AIIMS, Raipur may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- iii. The tenderer should sign and affix his firm's stamp at each page of the tender and all its annexure as the acceptance of the offer made by tenderer will be deemed as a contract and no separate formal contract will be drawn. **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.**

5. Determination of overall L-1 Agency: The Overall L-1 Agency shall be determined based on following Three parameters, all participating Tenderers are requested to read this term carefully before their participation :-

- (a). The Outsourced laundry work to be awarded to the Agency, who have quoted Lowest prices for all the average size Linen items (category A in Table no. 02 under detailed scope of work) as given in the “**Financial Bid**”.
- (b). Price for Large Size Linen items Category B in Table no. 02 under detailed scope of work as mentioned in requirement list will be fixed as 150% of L-1 price for Average size Linen items. For example if L-1

unit price of Average Size Linen is Rs. 10.00 then the price given for Large size Linen item will be Rs. 15 only.

- (c). Price for Small Size Linen items Category C in Table no. 02 under detailed scope of work as mentioned in requirement list will be fixed as 75% of L-1 price for Average Size Linen items. For example if L-1 unit price of Average Size Linen is Rs. 10.00 then the price given for small size Linen items will be Rs. 7.50 only

6. Award of Contract:

The offer of contract issued to the successful overall Consolidated L-1 contracting firm based on compliance of above Clause 5 and would need to be accepted within 15 days from the date of issue of the offer in writing to the AIIMS Raipur. Failure to accept the offer within this period by Vendor will result in forfeiture of the EMD submitted by such firm and Director,.

7. Performance Security Deposit:

a. The successful bidder shall have to submit a performance security deposit (PSD) within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PSD beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31st day after the date of issue of LOA. In case of the contract fails to submit the requisite PSD even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.

b. Successful supplier/firm should submit performance security as prescribed in favour of **“AIIMS, Raipur”** and to be received in the **Gate no.1 Store Office, Lower Ground Floor, C Block, Room no. 146 Tatibandh, Raipur (C.G) Pin-492099** before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance security deposit to be furnished in the form (as per form C) of Bank Guarantee/FD/DD as per given Proforma of the tender documents, for an amount covering 10% of the contract value.

c. The Performance Security Deposit should be established in favour of “AIIMS Raipur” through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.

D Validity of the Performance Security Deposit shall be for a period of 60 days beyond entire contract period

8. Execution of Contract Agreement:

The successful Tenderer shall execute an Contract Agreement on a Non-Judicial Stamp Paper of the value of Rs.100/- (Stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted and work has been awarded vide AIIMS Raipur Notification of Award (NOA).

If the successful Tenderer fails to execute the Contract Agreement and / or to deposit the required Performance Security Deposit within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the Contract, his contract will be cancelled and the EMD deposited by him along with

the tender shall stand forfeited by the Tender Inviting Authority (i.e. Director, AIIMS Raipur/Medical Superintendent, AIIMS Raipur).

9. Allotment Letter for Startup Services:

The work start letter clearly mentioning the date of start of services at AIIMS Raipur shall be issued by the AIIMS Raipur to the engaged Agency after execution of Contract Agreement for carrying out the outsourced laundry Services as per the “**Scope of Work**” given at **Annexure-A**.

10. Commencement of Services:

The contractor is required to commence the work within 60 days from issue allotment of work letter. In the event of failure AIIMS Raipur has full right to impose any penalty/and take any other action in this matter deemed fit.

11. Compliance of Statutory/Mandatory Claims/Penalties payment:

The contractor, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of default with reference to the above provisions.

12. Verification, Identification and Uniform of Deployed Personnel of the

Agency: The firm will get Local police verification done of the antecedents of all employees deployed for handling AIIMS Raipur outsourced Laundry work at AIIMS Raipur. The Police Verification Report along with attendance should be submitted to AIIMS Raipur within 10 Days of their deployment at AIIMS Raipur. The list containing the names/addresses/contact numbers of the personnel employed by the Agency shall be provided to AIIMS Raipur Administration by the Contractor. Necessary ID Cards and Uniform as approved by AIIMS Raipur Hospital Administration shall be mandatorily worn by the deployed manpower of the engaged Contractor during collection and distribution of Cloths for the purpose of identification of the personnel deployed. Every worker engaged in Laundry services shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning, the name and designation of the worker provided by the Contractor at his own cost for handling AIIMS Raipur Hospital Outsourced Laundry works in AIIMS Raipur premises.

13. Relationship between Employer (i.e. AIIMS Raipur) and engaged Agency Staff:

The person deployed by the contractor for work shall be his employees for all intents and purposes and in no case, there shall be any relationship of employer And employee between the said person and AIIMS Raipur, either implicitly or explicitly. Before employing any person in AIIMS Raipur for Laundry work the contractor should get him/her examined from any of Govt. Hospital and shall submit the certificate of fitness to the AIIMS Raipur.

14. Supervisory Control: The persons so deployed by the contractor for washing of linen shall be under the overall control and supervision of the contractor. The contractor shall be liable for payment of their wages etc. and all other dues in time i.e. latest by 7th of each of the following month, which the contractor is liable to pay under the various labour laws/Regulations and other statutory provisions.

The Director, AIIMS Raipur is absolved of all such liabilities and the contractor shall bear such liabilities, at its own level. The contractor shall take all

reasonable precautions to prevent any unlawful act or disorderly conduct of his employees so deployed and for the preservation of peace and protection of persons and property of AIIMS Raipur.

15. Replacement of Contractor's Personnel:

In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and 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 within a period of 3 days' time.

16. Activities not allowed at AIIMS Raipur:

The institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging/drinking/smoking will be allowed in the premises of the institute at any time. Any personnel deployed should be advised to keep AIIMS Raipur property safe.

17. Areas covered under Outsourced Laundry Services at AIIMS Raipur:

The outsourced 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, AYUSH Building, Guest House, Hostels etc.), or as per the Directions of Institute Authorities from time to time.

18. Deployment Adequate Manpower and Resources:

The provision of appropriate manpower, resources, material supplies, required for performing the tasks processes of the outsourced laundry services, shall be borne by the Contractor.

19. Quality of washing of linen and its ironing:

The contractor shall ensure that the quality of washing of linen & its ironing should satisfy the

Sister/ Officer In-charge of Patient Care Point from where the clothes are collected

20. Determination of quality of work/ service:

The decision of the Hospital Administration Authority with regard to the determining the quality of work/ Services done by the contractor shall be final and acceptable to the contractor. The contractor shall therefore rectify the defect so pointed out without any extra payment. In case of failure to carryout compliance for indicated defect removal by the Contractor, the Competent Hospital Administration Authority of AIIMS Raipur reserves the right to get the work/service so rejected, done from some other source at the risk and cost of the Contractor. The expenditure so incurred shall be recovered from the pending bills of the contractor or any other outstanding dues or by all parts of the security/other deposits as available with AIIMS Raipur at that juncture of time.

21. Taking out Dirty Linen Items outside form AIIMS Raipur Premises:

The contractor shall takeout all the dirty hospital linen outside AIIMS Raipur Premises for the purpose of their washing, cleaning, ironing at his assigned approved Laundry Facility after proper record keeping done by concerned Patient Care Point In-charge and Contractor Person in the Laundry Record Register and provide back after their proper cleaning, ironing to the concerned Patient Care Point of AIIMS Raipur within the timings as mentioned in the **Scope of Work at "Annexure-A"**.

22. Procedure for Raising and Verification of Bills:

The Contractor shall raise his Bills regularly on approved unit rates for payment on monthly basis after getting the same verified by each of the Patient Care Point/Sister In-charge/Laundry Supervisor where from the transaction of Linen items are recorded and duly cross verified by the Nodal Officer of Laundry Services nominated by AIIMS Raipur Hospital Administration. After verification the Contractor may forward monthly Bills for payment through Hospital Administration to the Accounts Department. The bills along with Patient Care Point wise details must be submitted in the end of the each month. If desired, the register mentioned above to be placed before Hospital Administration during scrutiny of Bill of the Contractor for necessary cross verification.

23. Release of Payment and deduction of applicable Taxes:

The payment shall be released on monthly basis after receipt of the bill duly verified by the nominated Official and forwarded by the Hospital Administration Authority. The payment shall be made through Account Payee Cheque/RTGS basis only. Deduction of income tax and other deduction shall be done at the source as notified by the Govt. from time to time

24. Validity of the bids:

The bids shall be valid for a period of 180 days from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid which may be extended, if required.

25. Location:

Agency should have office in Raipur. In case of outside agencies they must have their registered branch office in Raipur. If not they must open an office cum washing setup within 10 km radius of AIIMS Raipur within 30 days after award of work.

26. Right of Acceptance:

AIIMS, Raipur reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender. AIIMS, Raipur also reserves the rights to accept all the items in the given tender or only part of it in any given schedule without assigning any reason.

27. Communication of Acceptance:

AIIMS, Raipur reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.

28. GST Clause:

GST rates applicable on your quoted item may please be confirmed. Please confirm if there any change (Upward/Reduction) in your Basic Price structure. And you are also requested to pass the Input Credit as per the following Anti Profiteering Clause of GST. "Upon Implementation of GST, any reduction in the rate of tax on supply of Tender No. : AIIMS/R/CS/MS Office/17/481/OT Page 9 of 17 goods or service or the benefit of input tax credit shall be passed on to AIIMS Raipur by way of commensurate reduction in the prices"

29. Force Majeure:

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, exception, 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.

30. Insolvency etc.:

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other 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.

31. Penalty Clause & Termination of Contract:

(A). In case the contractor fails to commence/execute the work as per the Terms and Conditions stipulated in the Tender Document, NOA/Contract Agreement, Addendum the Principal Employer reserves the right to impose the penalty as detailed below:

- (i). The contractor is liable to start its services immediately with effect from the date stipulated in the NOA/Contract Agreement/Allotment/Service Commencement Letter, failing which the penalty of 5% per week shall be deducted from the EMD Deposit/Performance Security Deposit up to 4 Weeks' time, which so ever is available with AIIMS Raipur at that time.
- (ii). Beyond 4 weeks delay, Principal Employer reserves the right to cancel the Awarded Contract and withhold the agreement and get this job carried out from L-2 Contractor on matching L-1 Prices or other Contractor(s) from open market at the Competitive rates. The defaulting Contractor shall be blacklisted for participating in AIIMS Tenders for 3 Year Period and his EMD/Performance Security Deposit in total shall be forfeited on account of recover to the loss to Govt. what so ever is available with AIIMS Raipur during that point of time.

- (B).** For any breach of contract, the Competent Hospital Administration Authority or Designated Authorized Official shall be entitled to impose a penalty to the extent of Rs. 1000/- (One Thousand only) on the first occasion. Subsequently the penalty will be doubled 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.
- (C).** If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee/Director, AIIMS Raipur 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):-
- (i). If the personnel deputed to AIIMS Raipur Outsourced Laundry Services for collection and distribution work are not found in proper uniform and displaying their photo identity card.
 - (ii). If the personnel found indulging in smoking/drinking/sleeping during his execution of assigned duties in the AIIMS Raipur.
 - (iii). Penalty will also be imposed if the behaviour of personnel(s) found is discourteous to anyone in the hospital including Staff or Patients.
 - (iv). If any personnel is found performing duty by submitting a fake name and address.
 - (v). If any personnel found on duty other than those mentioned in the approved list supplied by the agency to the Institute authorities.
 - (vi). 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 instalments.
 - (vii). In case of breach of any terms and conditions attached to the contract, the performance security deposit of the contractor will be liable to be forfeited by AIIMS Raipur besides annulment of the contract.
- (D).** The said Contract Agreement is liable for Termination on the ground of breach of Contract. For this purpose AIIMS Raipur will issue notice for asking clarification and if the satisfactory reply is not furnished by the Contractor within the stipulated period, the One month notice to the Contractor by AIIMS Raipur on the ground of non-satisfactory work shall be issued and contractor shall comply. In the event of Termination of the Outsourced Laundry Service Contract, the Performance Security Deposit of the Contractor Agency shall be forfeited in total.

32. Arbitration:

If any difference arises concerning this agreement, its interpretation on payment to be made there under, 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 Director, AIIMS, Raipur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS, Raipur. 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.

33. 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.

34. 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 it thinks fit. The tender is not transferable. One tenderer shall submit only one tender.

35. Fall Clause:

1. Prices charged for supplies of the above items by the supplier should in no event exceed the lowest prices at which he offers to sell or sells the stores of identical description to any other Govt. Medical Institutes/State Government/DGS&D /Public Undertaking during the period of the contract.
2. If at any time during the period of contract, the prices of tendered items is reduced or brought down by any law or Act of the Central or State government, the bidder shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree for such reduction of rates, the Purchasing authority will revise the rates on lower side. If there is a price increase for any product after quoting the rates, the bidder will have to supply the item as per quoted rates. This office will not accept any higher rates afterwards.
3. False declaration will be in breach of the code of integrity under Rule 175 (1) (i) (b) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other action as may be permissible under law.

36. 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.

37. IMPORTANT POINTS FOR QUOTING PRICES:- The Bidder should also kept following points in mind during offering his price quotation against this Tender Enquiry:-

(i) No increase in quoted price and change in quality of services will be allowed till the completion of the contract.

(ii) Bidder will quote firm rates inclusive of all Taxes & expenditure up to F.O.R. to AIIMS Raipur basis. Rates should be according to a unit e.g. cost per unit and not in any other form. Quoting of rates in variation to the prescribed unit will authorize the Competent Authority to cancel the quotation without any information to the bidder.

**Stores Officer (H)
AIIMS, Raipur(C.G.)**

Detailed Scope of Work & Resource Requirement

TENDER FOR OUTSOURCED LAUNDRY SERVICES FOR AIIMS RAIPUR

1. General Requirement of Outsourced Laundry:

AIIMS Raipur hospital intends to engage reputed and experienced Laundry service Agency for providing Outsourced Laundry Services on Annual Contract basis for handling supply of Clean Hospital linen, which comprises of big/small linen items both white & colour, blankets, plastic curtains/tapestry etc. The Outsourced Laundry Services is to be provided by the engaged Agency on all days in one or more shifts depending on workload.

2. Present Work Load at AIIMS Raipur Hospital:-

The quantity of linen items to be washed at present with bed strength of approximately 750 Beds. This quantity is likely to increase with the addition of new Facilities/Specialties/Centers/patient care units up to 960 Beds.

3. Scope of work (Responsibility of Outsourced Laundry Services Agency):-

(i) Collection and transport of Dirty Linen:

Agency is responsible for collection of dirty linen from the different Patient Care Points of the AIIMS Raipur Hospital and transport them to his owned laundry Premises for cleaning purposes within the timings mentioned in Point (iv) below after carrying out the **“Handing Over/Out Entry”** of linen items in Laundry Record Register duly signed by the Sister In-Charge/Laundry Supervisor of Patient Care Point and the Worker/representative of Contractor. The approved Outsourced vendor shall carryout the work of Drying, Calendaring, Pressing, Folding, Mending, Sewing and Packing Clean Hospital Linen in his owned Laundry Premises.

(ii) Delivery of Cleaned Items to the Patient Care Point at AIIMS Raipur:

Sorting, processing of used linen with standard laundering processes including minor repairing (if required), finishing and packing should be done in the outsourced Agencies owned premises. Transportation of washed, cleaned, Ironed Clothes to be done by the Agency at AIIMS Raipur and delivery in a covered trolley to the different Patient Care Point areas and the **“Receipt/In Entry”** in the Laundry Record Register duly signed by the Sister In-Charge/Laundry Supervisor of Patient Care Point and the Worker/representative of Contractor. On a daily basis within the specified Timings as follows:-

(iii) Identification of torn Linen items and maintaining its proper record:

Vendor will identify torn linen at the time of Collection and intimate to the concerned Patient Care Point Official, who will record this in the daily Linen transaction sheet. Only torn linen will be replaced by the institute on the written request of Patient Care Point Official

iv) Timings for Collection and Distribution of Linen at AIIMS Raipur:

- I. The washed linen will be preferably delivered within 16 hours in the **“Summer Season”** on receipt from AIIMS Raipur for processing.

The Collection and Distribution Timings in Summer Season is as under:-

A) Timing for Dirty Linen Collection from Patient Care Points:- On Each working Day (Monday to Friday) (Saturday)
In Morning Shift : 09:00 AM to 11:00 AM 09:00 AM to 11:00 AM
In Evening Shift : 15:00 PM to 17:00 PM 13:00 PM to 14:00 PM

B) Timing for Distribution of Clean Items to Patient Care Points:-
On Each working Day (Monday to Friday) (Saturday)
In Morning Shift: 08:00 AM to 09:00 AM 08:00 AM to 09:00 AM
In Evening Shift: 14:00 PM to 15:00 PM 12:00 PM to 13:00 PM

- II. The washed linen will be preferably delivered within 24 Hours in the **“Winter/Monsoon Season”** on receipt from AIIMS Raipur for processing.

The Collection and Distribution Timings in Winter/Monsoon Season is as under:-

A) **Timing for Dirty Linen Collection from Patient Care Points:-**
On Each working Day (Monday to Friday) (Saturday)
In Morning Shift: 10:00 AM to 12:00 AM 10:00 AM to 11:00 AM
In Evening Shift: 14:00 PM to 16:00 PM 13:00 PM to 14:00 PM

B) **Timing for Distribution of Clean Items to Patient Care Points:-**
On Each working Day (Monday to Friday) (Saturday)
In Morning Shift : 08:30 AM to 09:30 AM 08:30 AM to 09:30 AM
In Evening Shift : 14:30 PM to 15:30 PM 12:30 PM to 13:30 PM

Important Note: The Hospital Administration Authority have the right to revise the above stated timings if felt necessary in the interest of the Institute.

(v) Outsource Laundry Job meaning: The complete job i.e. sluicing, washing, hydro extraction, drying, ironing / calendaring, storing and delivering of cleaned linen will be done by the Contractor.

(vi) Compliance of CHHATTISGARH Pollution Control Board/NGT Norms: The Tenderer will be solely responsible for safe disposal of leftover chemicals, other washing materials and other garbage produced in his owned laundry premises area which is harmful to Human Beings or surrounding habitat as per the norms of the CHHATTISGARH Pollution Control Board/NGT.

(vii) Arrangement of Linen Collection/Distribution Carts:

Separate carts for transport of dirty & storage of washed linen will be required to be kept by the Contractor on his own cost at AIIMS Raipur Hospital premises. The Hampers or carts to transport soiled linen should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean linen.

(viii) Washing Procedure and use of Standard Washing Material:

The contractor will process linen as per approved washing procedure and approved washing formulae with standard washing materials (**preferably use ISI make washing Material**) at his owned Laundry Premises. AIIMS Raipur Officials have the right to make surprise visits to find out whether Vendor is using approved washing material and maintaining the hygienic practices as per applicable norms in his premises.

(ix) Handling of Infected/Soiled Linen:

Standard universal precautions to be followed by the manpower deployed by the Contractor while collecting & handling infected/soiled linen at AIIMS Raipur premises and at his own Laundry facility.

(x) Compliance of Bio-Medical Waste management rules:

Bio-Medical Waste management rules wherever applicable will be strictly followed by the Contractor at AIIMS Raipur Hospital and his Laundry facility.

4. Minimum Requirement of Laundry Machinery availability with Contractor at his Laundry Facility:

- (i).Tenderer will ensure that the Sluicing machines, washing machines, hydro-extracting machines, drying machines, calendaring machines, pressing machines are installed in their premises. Outsourced Laundry functioning should have the following Laundry Machine and Equipment's with their requisite numbers as given below:

Table No. 1: Minimum Laundry Machine/Equipment required to be have with Outsource Laundry Contractor for handling the AIIMS Raipur Out Sourced Laundry work

Sl. No.	Name of Machine/Item	Qty. (in Nos.)
1	Blood lines Sluicing Machine Capacity : 35-50 KGS, Heating : Steam/Electric	1
2	Hydro Extractor Capacity : 30-50 KGS, Electric operated	1
3	Hydro Extractor Capacity: 50-100 KGS, Type: Non Co-Axial, Electrical Operated	1

4	For Bed lines Horizontal Washing Machine Capacity:160-180 KGS Heating : Steam/Electric	2
5	Tumble Drier Capacity: 50-100 KGS, Heating: Steam/Electric	2
6	Flat Bed Press With 2hp compressor, Heating : Steam/Electric	2
7	Flat Work Ironer (Calendaring M/E) Roller Length : 3000 MM, Roller Dia : 600 mm with 2 Rolls Steam/Electric Heated	1
8	SS Work Table with Under shelf (Dimensions : 94" x 21" x 34" height)	2
9	Ironing Table with Electric Iron Size of table 13 x 80 cm	2
10	WT Trolleys of Dimension : 36" x 24" 27" height, Wheels : Dia 4" Thread free castors should be deployed in AIIMS Raipur by the Agency in designated Laundry Control Room to efficient Handling of Laundry works.	4
11	Dry Trolleys of Dimensions : 36" x 24" x 27" height, Wheels : dia 4" Thread free castors should be deployed in the AIIMS Raipur by the Agency in designated Laundry Control Room to efficient handling of Laundry works.	4
12	SS Storage Rack Dimensions : 72" x 21" x 72" height should be deployed in AIIMS Raipur by the Agency in designated Laundry Control Room for efficiently keeping, handling of Distribution of Clean and Ironed Laundry Items in the Hospital.	4
13	Clean and safe raw water availability arrangement for washing of AIIMS Raipur Hospital's Linen at Vendor's Laundry Facility	1
14	Water Storage Tank with a capacity of storing approx. 1000 Ltr. Clean & Safe Water for AIIMS Raipur Hospital dirty linen Cleaning in the Vendor's Laundry Facility.	2
15	Facility having the capacity to work in all weathers	Yes/No

(a). All the above mentioned machines/equipment's/facilities shall be available with the Contractor in working condition within 60 days of award of work and AIIMS Raipur's Technical Committee will visit and cross check the same before giving go ahead for commencement of work, if felt necessary.

(b). Machine requirement can be checked at the time of final award before execution.

(c). Any associated work not explicitly covered as in above, but needed to maintain outsourced Laundry works will be deemed to be covered under the scope of work and no extra payment for the same can be claimed by the engaged Contractor.

(d). **Trolleys/Storage Racks/Collection Bags etc.:** For performing the contract, the Contractor will arrange all the Trolleys/Storage Racks/Collection Bags at AIIMS Raipur for execution of said jobs (operation), which will be included in quoted rates. No extra payment for the same will be made by the Institute.

5. Present Workload and List of Hospital Linen:- The quantity of linen items to be washed at present is approximately 2000-3000 pieces per day. This quantity is likely to increase with the addition of new Department/Patient care facilities. Present Hospital Linen items are mentioned in Table No. 2 as given below:-

Table No. 2 : Present List of Hospital Linen

Category A : Average Size Linen Items	
S.No.	Name of Line Item
1	Macintosh
2	Rubber Sheet
3	Bath towel
4	Bed side Screen cloth
5	Surgical Gown
6	Trolley Drape sheet
7	Large Drape Sheet
8	Patient Kurta-Pyjama pair
9	Hole Sheet Large
10	Staff Kurta-Pyjama pair (Blue + Green + Brown)
11	Patient Gown (Pink + Blue)
12	Laundry bag
Category B : Large Size Linen items	
S.No.	Name of Line Item
1	Blanket
2	Blanket cover
3	Curtain
Category C : Small Size Linen items	
S.No.	Name of Line Item
1	Pillow Cover
3	Green Sheet small
4	Green Sheet medium
6	Hand towel
9	Apron
10	Baby Cap
11	Baby Shirt
12	Baby cover sheet
13	Baby Gown
15	Rubber (Blue + Green)

Note: If new item is added in any category, payment will be made with respect to category fixed by AIIMS Authorities.

6. Requirement for Manpower Deployment by the Agency:

a. Adequacy & training:-

The Agency shall employ adequate number of well trained staff. It will provide uniforms, aprons and other protective gear to ensure proper protection to all workers. All personnel involved in collection, transport, sorting, and washing of dirty linen should be consistently and appropriately trained at frequent intervals especially for the use of, appropriate personal protective equipment (PPE), and be supervised to ensure compliance with protective procedures.

b. Deployment and Supervision of required manpower for the above mentioned task is the responsibility of vendor.

c. Workers are to undergo periodic health check-up mandatorily.

d. The provision of appropriate manpower, Transportation Facilities and Charges, Chemical required for Cleaning, Electricity, Water, Taxes required for performing the outsourced Laundry tasks processes for AIIMS Raipur Hospital, shall be borne by the contractor. AIIMS Raipur shall not pay any extra amount beyond their accepted per Piece Rate for entire Contract Period.

7. Procurement and use of Washing chemicals/detergents:- The Agency shall be responsible for procurement of all the detergents/washing chemicals materials **(preferably use ISI make washing Material)** for infection free, safe and clean washing of AIIMS Raipur Linen Items.

8. Security, Safety and Fire Safety:- The AIIMS Raipur Hospital shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of personal inventory, which may be kept in the allotted Laundry store or taking out the Hospital Linen outside for cleaning by the agency. The Laundry No Store Area in the AIIMS Raipur premises will be provided to the vendor.

Chapter – III

Form A

PARTICULARS TO BE FILLED BY THE BIDDER

1. Name of the Vendor : _____
2. Complete Address of the Supplier : _____
3. Availability for demonstration of items at AIIMS Raipur. Yes/No [Please√]
4. Earnest Money Deposit enclosed: Yes/No [Please√] if Yes,
 - a.) Name of the Bank : _____
 - b.) Amount in (Rs.) : _____
 - c.) Demand Draft No. : _____
 - d.) Validity date of the enclosed DD/FDR : _____
5. Communication details of the concerned contact person to whom all references shall be made regarding this tender enquiry.

[NOTE: Any changes after submission of Tender documents kindly update AIIMS Raipur]

 - a.) Full Name : _____
 - b.) Complete Postal Address : _____
 - c.) Telephone No. : _____
 - d.) Fax No. : _____
 - e.) Mobile No. : _____
 - f.) E-mail : _____
 - g.) Website Address : _____

Note: - Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India.

Form B**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4.	Email id of the Bidder	

Form C

PERFORMANCE STATEMENT

Proforma for Performance Statement (For period of last three years)

Name of Firm

organizations for which it was rendering laundry service along with satisfactory performance certificate from such organizations	Brief Description of the Contract	Date of Start	Date of Completion as per contract	Date of Actual Completion	Actual Value	Remarks if any
1	2	3	4	5	6	7

Note: Firm have to submit self-attested contract copies of above mentioned works with satisfactory performance certificate.

Form-D

**CHECKLISTS FOR THE DOCUMENT REQUIRED TO BE ENCLOSED WITH TECHNIAL BID
(Certificates/Documents to be submitted with pre-qualification bid)**

Checklist-Technical Offer		
S.N o.	Particulars	Remark (and Page no.)
1	Original Tender Document should be duly attested, sealed, signed and page serially numbered by the Authorized Signatory of the firm.	
2	Forwarding Letter of the firm for participation in this Tender.	
3	Scanned Copy of EMD Cost i.e. Rs. 3,00,000.00 in the form DD/FDR or Receipt of NEFT/RTGS must be uploaded	
4	Bidders profile giving complete details about the firm, including the period for which it is in this business.	
5	Names of proprietor / partners / directors of the bidders firm with their residential address & Laundry Service Facility Address and Mobile/Telephone numbers.	
6	Name, designation and specimen signature of the person authorized by the competent authority of the firm to sign / deal with the tender documents must be enclosed along with the tender.	
7	Certified Copy of Audited Annual accounts, Average Turnover of Rs. 1 Crore showing clearly Profit and Loss Accounts for the last 3 Financial Years (i.e. 2017-18, 2018-19 & 2019-20) duly certified by CA/CS must accompany with Technical Bid.	
8	The previous work Orders/Contracts executed by the participating bidder company in Last three Financial Years in support of Bid as per requirement of this Tender must accompany with Technical Bid.	
9	Details of all establishments where laundry services have been provided during the previous Three years and Performance Certificates from the clients regarding their satisfaction with quality of services.	
10	Self-attested copies of latest Income Tax Return/Income Tax Clearing Certificate for Financial Year 2017-18, 2018-19 & 2019-20.	
11	Self-Attested Photocopy of PAN No. of the Firm/Proprietor/Director.	
12	Self-attested Photocopy of Sales GST registration certificate from local authority along with proof of quarterly return filing for last two quarters of current financial year.	
13	Self-Attested Photocopy of valid Shop & Establishment License must accompany with Technical bid.	
14	Valid Pollution Control Board Certificate must accompany with Technical Bid.	
15	Copy of registration certificate under Contract Labour Act must accompany with Technical Bid.	
16	Copy of valid Registration under ESI and EPF Acts must accompany with Technical Bid.	

17	Attested copy of deed of partnership, if the firm is a partnership concern of Memorandum and Articles of Association duly certified in case of Company.	
18	Undertaking on a Non-Judicial Stamp Paper worth of Rs.100/- for acceptance of AIIMS Raipur for Compliance of all Terms and Conditions.	
19	Undertaking on Non-Judicial Stamp Paper worth of Rs.100/- regarding the participating Bidder firm has not been declared defaulter by any Govt. Agency and that NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/VAT/ Sales Tax/GST Blacklisting is pending against the firm.	
20	Duly filled Form – A, Form –B & Form –C, Form – D with required documents with proper page numbering and indexing of required Documents.	
21	Whether the Firm is located in Raipur (CG). (Yes/No)	
22	Any other relevant document	
23	Financial Bid (Price Bid) Submitted	

Note:

Page number/serial number may be given to each and every page of Tender Documents and photocopies of the documents attached. Mention Page number, wherever the copy (ies) of the document(s) are kept.

In case of non-fulfilment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.

(Dated Signature of the Tenderer with stamp of firm)

SPECIAL CONDITIONS

- 1) Successful bidder must have work experience of minimum 3 yrs with reputed hospital of at least 500 bed capacities.
 - 2) Collection of soiled linen items (Linen items soaked with blood stains, vomit, motion or any biological discharge/ fluid) from hospital must be in colour coded separate trollies & transportation of soiled and unsoiled linen from hospital must be in separate vehicle to avoid cross contamination.
 - 3) Linen items soaked with blood stains, vomit, motion or any biological discharge/ fluid must be washed separately from other linen & also should not be mixed with each other. Cloths soiled with body fluid should have warm wash (72 degree Celsius temperature for washing such items)
 - 4) All the linen washed and should be stain free. All the cloths irrespective of their size should be folded and ironed. Linen found not properly cleaned and washed will be recycled at the cost of vendor.
 - 5) Coloured linen and white linen should be washed separately.
 - 6) Woollen items and blankets shall essentially be dry washed and any other items requiring special treatments due to the nature of fabric shall have to be treated accordingly
 - 7) Linen should be washed with care to avoid undue wear and tear. Unfair wear and tear during laundry process or loss of linen in laundry or transit will be compensated by vendor as per cost price to its full value. It will be recovered from the deposit / pending or subsequent bill.
- All materials and consumables like soap, bleach, detergent cleaning chemicals, solvents washing powder etc. should from reputed company. Cleaning material Liquid/ powder must be ISI make only. Laundry supervisor will keep check regularly and will not permit use of substandard material.
- 8) Private cloths and linen from other health facility should not be washed in the same laundry.
 - 9) Successful bidder's laundry worker working in hospital premises must be wear appropriate uniform with identity cards and must use proper PPE while handling hospital laundry items.
 - 10) The laundry services for the AIIMS Raipur shall be provided on all days (including Sundays & Holidays) during the contract period. Failure to provide service shall attract penalty. The amount of penalty should be Rs. 1000/- (Rupees One Thousand) on each occasion.

- 11) Daily record during collection of dirty linen items/distribution of Cleaned washed and ironed linen items should be maintained in the department wise/ ward wise registers duly signed by the representative of Contractor and Department/ ward official, who is looking after the day to day transaction of such linen items.
- 12) The successful vendor should have workshop within 10 km radius from the AIIMS Raipur to save delay in transit. Existence of such works and available facilities and equipment's may be verified by the hospital authority, after issuing of provisional work order.
- 13) Successful bidder has to compliant with AIIMS Raipur Laundry SOP.
- 14) The bidders should submit the relevant certificates/ evidence of previous supply to other hospitals. In order to justify the rates quoted.
- 15) The quantity indicated is tentative and may vary, and any decision in this regard by Director AIIMS Raipur shall be final.
- 16) **Delivery Mode:** Delivery at AIIMS Raipur, at site only on FOR destination basis.

Performance matrix

<u>SN</u>	<u>Performance Indicators</u>	<u>Expected Level</u>	<u>Measurement protocol</u>	<u>Penalty in case of noncompliance</u>
1	Collection of dirty linen at the time fixed by the Health Facility (9am-11am)	100% of time within a month on time.	To be verified from daily Log Book	1% of the total monthly invoice for the respective facility, for each day (for delay beyond 24 hrs)
2	Timeliness of handing over cleaned linen back to Health Facility (9am-11am)	100% of time within a month on time	To be verified based on handover/ takeover time fixed at the Health Facility and entered in the daily Log Book	1% of the total monthly invoice for the respective facility (for delay beyond 24 hrs) + cost incurred on making alternate arrangements
3	Linen delivered is in good condition (not torn)	99% of the delivered linen should not be torn	To be verified from log book	1% of the total monthly invoice for the respective facility

Sign of bidder: -

Date: -

Name of the bidder:-

Firm's Name:-

DATE:

SIGNATURE WITH NAME AND SEAL OF THE FIRM

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED.)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (C.G.)

LETTER OF GUARANTEE

WHEREAS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No..... Dt..... for purchase of AND WHEREAS the said tender document requires the supplier / firm (seller) whose tender is accepted for the supply of instrument / machinery, etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of **“AIIMS Raipur”** in the form of Bank Guarantee for Rs..... [10% (ten percent) of the purchase value] which will be valid for entire warranty period from the date of acceptance, the said Performance Guarantee Bond is to be submitted within 30 (Thirty) days from the date of Acceptance.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to in tender document / purchase order/ performance of the instrument / machinery/ Consumables, etc. this Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur Rs (Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm (Seller) and/ or All India Institute of Medical Sciences (AIIMS) Raipur (Buyer). Notwithstanding anything contained herein:

a. Our liability under this Bank Guarantee shall not exceed Rs.....(Indian Rupeesonly).

b. This Bank Guarantee shall be valid up to(date) and

c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before.....(date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at.....(Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....

Complete Postal Address:

Tender invited in Two Bid System

Part - A

Technical Bid

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- a) **Earnest Money Deposit:** Scanned Copy of EMD Cost in the form DD/FDR or Reciept of NEFT/RTGS must be uploaded.
- b) **Bidders Profile:** Bidder must enclose complete details about the Firm, including the period for which it has been in this Business including its Registration details.
- c) **Names of proprietor/partners/directors of the bidders firm:** With their residential address & Laundry Service Facility Address and Mobile/Telephone numbers of Contact Persons. Attested copy of deed of partnership, if the firm is a partnership concern of Memorandum and Articles of Association duly certified in case of Company.
- d) **Authorization Letter:** Name, designation and specimen signature on participating Tenderer Firm Letter Head of the person authorized by the competent authority of the firm to sign / deal with the tender documents must be enclosed along with the tender.
- e) **Operational Capacity Experience Certificate:** The Tenderer must enclose self-attested Certificate for having been in business in Govt. Hospital's/Govt. Institutions/PSU or in Reputed Private sector Hospitals with minimum 500 beds capacity for a period of at least 3 Years. Also should have provided Outsourced Laundry Services successfully for last 3 financial years prior to applying in this Tender.
- f) **Copies of Previous Work Orders/Contracts:** The self-attested copies of previous work Orders/Contracts executed by the participating bidder company in Last three Financial Years (2017-18, 2018-19 & 2019-20) in support of Bid as per requirement of this Tender must accompany with Techno-commercial Bid. The list of Institutions with complete Address and contact numbers must be submitted.
- g) **Copies of Balance Sheet and Profit & Loss Accounts for verification of average Turnover of Rs. 1 Crore in last three FY's:** Duly signed, stamped and attested copy of Audited Annual Accounts/Balance Sheet for the last three Financial years (i.e. 2017-18, 2018-19 & 2019-20) duly certified by the CA/CS is required to be submitted. A letter from CA/CS on his letter head intimating last three Financial Years Average Turnover of Rs. 1,00,00,000/- (1Crore) with Profit and Loss account figures must accompany.
- h) **(Copies of Income Tax Returns:** Self-attested copies of ITR for Financial Year 2017-18, 2018-19 & 2019-20 (i.e. for Assessment Year 2018-19, 2019-20 & 2020-21) is required to be submitted.
- i) **Copy of PAN Card:** Self-attested Photocopy of PAN Card in the name of firm/Proprietor/Director/owner of the establishment is required to be submitted.

- j) **Copies of GSTN Certificate:** Self-attested Photocopy of Sales **GST** registration certificate from Statutory Authority along with proof of quarterly return filing for last two quarters of current financial year is required to be submitted.
- k) **Valid Shop & Establishment/Registration Certificate of Firm:** Self-attested Photocopy of Valid Shop & Establishment License/Registration Certificate from competent authority is required to be submitted.
- l) **Valid Copy of Registration in CPCB:** Copy of valid Authorization Certificate from **Chhattisgarh Pollution Control Board (CPCB)** for operating Laundry Services is required to be submitted.
- m) **Valid Copy of Labour License:** Copy of valid registration under (R&A) Act, 1970 from Labour Law Authority is required to be submitted.
- n) **Valid ESI and EPF Registration Certificate:** Copy of Valid Registration under ESI and EPF Acts issued from competent authority is required to be submitted.
- o) **Performance certificates:** The Performance Certificates obtained from Govt. Hospital/Reputed Private Hospital having minimum 500 beds, where similar type of Hospital Outsourced laundry services was provided during last three years is to be submitted.
- p) **Undertaking for Acceptance of Terms and Conditions:** Undertaking on a Non-Judicial Stamp Paper worth of Rs.100/- for Acceptance of terms and Conditions as per annexure – I of tender is to be submitted.
- q) **Undertaking for Non Blacklisting/No Case Pending:** Undertaking on a Non-Judicial Stamp Paper worth of Rs. 100/- regarding that the participating Bidder firm has not been declared Blacklisted/Defaulter by any Govt. Agency and NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/VAT/ Sales Tax/Service Tax/GST is pending against the firm.
- q) Please provide a certificate on letter head that you have not quoted the price higher than previous contract of any government Institute/Organisation/reputed Private Organisation or DGS&D rate in recent past. If you don't fulfil this criteria, your tender will be out rightly rejected.

Part - B

PRICE BID

Price bid in the form of V3.1_BOQ_ItemWise_Template.xls

ANNEXURE-I

Declaration by the Bidder:

(on Non-Judicial Stamp Paper worth of Rs.100/-)

1. This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract, for Providing Laundry Services at AIIMS Raipur. I/we agree to abide them.
2. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:
with seal)

(Signature of Bidder

Date:

Name:

Seal:

Address: