



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़
All India Institute of Medical Sciences, Raipur (Chhattisgarh)

खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग) के लिये बोलीदाताओं / फर्म / एजेंसी इत्यादि से प्रस्ताव नहीं बल्कि प्रस्ताव प्राप्त करने का आमंत्रण है, संविदात्मक दायित्व तब तक नहीं होगा जब तक कि औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/ फर्म/ एजेंसी इत्यादि के साथ एम्स रायपुर के विधिवत अधिकृत अधिकारियों के द्वारा निष्पादित न किया गया हो।

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 authorized 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- 2577327 email: [Email: storeofficer.hp@aiimsraipur.edu.in](mailto:storeofficer.hp@aiimsraipur.edu.in)

Website: www.aiimsraipur.edu.in



Tender Document
For
“Annual Rate contract for providing of Laundry
Services”
At
All India Institute of Medical Sciences, Raipur

CRITICAL DATE SHEET

Published Date	12/07/2021 05:00 pm
Bid Document Download / Sale Start Date	12/07/2021 06:00 pm
Clarification Start Date	12/07/2021 06:00 pm
Clarification End Date	19/07/2021 03:00 pm
Pre bid meeting	19/07/2021 03:30 pm
Bid Submission Start Date	12/07/2021 06:00 pm
Bid Submission End Date	26/07/2021 03:00 pm
Bid Opening Date	27/07/2021 03:30 pm



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All India Institute of Medical Sciences, Raipur (Chhattisgarh)

Tatibandh, GE Road, Raipur-492 099 (CG)

Website : www.aiimsraipur.edu.in

e-mail: storeofficer.hp@aiimsraipur.edu.in

1. Director AIIMS, Raipur Online bids are invited on single stage two bid system from Reputed, Eligible and Qualified Tenderer agencies to enter into Annual Rate contract for providing of Laundry Services at AIIMS Raipur on Contract Basis.
2. 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.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. 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.
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process is online bidding, Bidder should be in possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. 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>.
9. 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.
10. The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the PSD will be forfeited. Furthermore on completion of the stipulated time period, Work Order may be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
11. **Tenderer must provide evidence of having work order same item in government hospital or reputed private hospital in India of last three year at least ₹ 20 lakh/year.** The Performance Certificates obtained from Govt. Hospital/Reputed Private Hospital having minimum 400 beds,
12. **Tenderer** should be registered and should have average annual turnover at least ₹ 30.00 lakh (excl. Indirect taxes) in the last three financial years. Copies of

authenticated balance sheet & Profit & loss A/c/Income Expenditure for the past three financial years should be uploaded.

13. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
14. All disputes shall be subject to Raipur Jurisdiction only.
15. 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.
16. 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.
 - Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
 - 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.
17. Tenderer to submit the Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
18. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.
19. **Earnest Money:**
The declaration of EMD exemption is attached on **Annexure III**. It must be uploaded on the letterhead of the tenderer.
20. The Director, AIIMS, Raipur reserves the right to accept or reject any or all the tender without assigning any reason thereof.
21. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through e-mail storesofficer.hp@aiimsraipur.edu.in on or before 05-10-2018 at 3:00 PM.

Stores Officer (Hospital),
For and on behalf of **the Director, AIIMS Raipur.**

Chapter - I

Special Terms & Conditions

1. 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.

2. 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.

3. 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".

4. Contactor Liabilities.

- a) Material cost & outgoing: All expenses incidental to performance of duties under the contract, including but not limited to the cost of all accommodation, material for housekeeping, labour wages, setting up of infrastructure, recruitment of staff, maintenance of equipment, and any other expenditure incidental to the contract including fuels, shall be borne by the Contractor.
- b) The Operator shall employ skilled, semi-skilled and unskilled labour in sufficient numbers to carry out its Services at the required rate of progress and quality to

ensure workmanship, of the degree specified in the Contract for timely fulfilling of the Contractor's obligations under the Contract and to the satisfaction of the Competent Authority.

- c) The Contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount contribution should be deposited with the respective PF authorities within seven day of close of every month. Particulars of the employees engaged for the sanitation works, is required to be submitted to the Department. In any eventuality, if the contractor fails to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, the department is entitled to recover the equal amount from any money due or accrued to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.

5. 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.

6. 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.

7. 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.

8. 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.

9. **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.

10. **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.

11. **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.

12. **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.

13. **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.

14. **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

15. 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.

16. 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"**.

17. 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, which the contractor is liable to pay under the various labour laws/Regulations and other statutory provisions.

18. Successful bidder must have work experience of minimum 3 yrs with reputed hospital of at least 400 beds capacities.

19. Collection of Soiled Linen :- Please provide the soaked linen pre wash in hospital premises for the sake of safety , security and convenience

20. AIIMS Raipur is providing pre wash soiled clothes to Laundry contractor.

21. 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.

22. Linens from other health facility should not be washed in the same laundry.

23. Coloured linen and white linen should be washed separately.

24. 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

25. 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.
26. 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.
27. Private cloths and linen from other health facility should not be washed in the same laundry.
28. 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.
29. 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.
30. 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.
31. 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 15 km radius of AIIMS Raipur within 30 days after award of work.
32. Successful bidder has to compliant with AIIMS Raipur Laundry SOP.
33. The bidders should submit the relevant certificates/ evidence of previous supply to other hospitals. In order to justify the rates quoted.
34. **Delivery Mode:** Delivery at AIIMS Raipur, at site only on FOR destination basis.

Chapter - II

Terms & Conditions:

1. Fess and Payments:-

In consideration of agency providing the services, as defined in this agreement, Institute shall pay to the agency at the rates prescribed in BoQ which shall be valid throughout the contract period subject to the conditions that the minimum wages rates announced by CLC, Raipur from time to time will be maintained. No claims whatsoever for increase of wages other than increase in minimum wages rate or revision of statutory payments shall be entertained and it will be the responsibility of the Agency to bear such unforeseen expenses.

2. Performance Security Deposit:-

- a) The successful bidder shall have to submit a 03% performance Security Deposit (PG) of contract value within 21 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PG beyond 21 days and upto 45 days from the date of issue of LOA may be given at the discretion of competent authority. However a penal interest of 15% per annum shall be charged for the delay beyond 15 days. i.e. from date of issue of LOA. In case of the bidder fails to submit the requisite PG even after 30 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 Guarantee Deposit is mandatory.
- b) Successful supplier/firm should submit Performance Security Deposit in favour of "AIIMS, Raipur" to be received in the of Stores Office (Hospital), Gate no. 1, C-Block, Near Nuclear Medicine Department, AIIMS Raipur, Tatibandh, Raipur (C.G) Pin-492099 before the date of 21 days from the date of acceptance of the LOA. The Performance Security Deposit shall be furnished in the form of FDR/DD/Bank Guarantee or performance guarantee bond as per proforma given in the tender documents.
- c) The Performance Security 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 shall be for a period of 60 days beyond the expiry of contract.

Forfeiture of Performance Security Deposit

If during the term of this contract, the contractor is in default of the due and faithful performance of its obligations under this contract, or any other outstanding dues by the ways of fines, penalties and recovery of any other amounts is due from it, AIIMS RAIPUR shall without prejudice to its other rights and remedies hereunder or under the applicable Law, be entitled to call in, retain and appropriate the Performance Security. Nothing mentioned herein shall debar AIIMS RAIPUR from recovering from contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same exceeds the amount of the Performance Security.

3. Contract Period:-

The duration of the contract shall be ***for a period of Two (02) year which may be extended for another one year subject to well performance & the discretion of the Competent Authority of AIIMS, Raipur.***

The period of the contract may be extended for mutually agreed period after the successful/satisfactory completion of initial contract & based on the requirement of services at that time or may be curtailed/terminated before the contract period owing to deficiency in service or substandard quality of the services by the selected Company / Firm /Agency or otherwise at the discretion of the AIIMS, Raipur.

However, AIIMS Raipur reserves right to terminate this contract without assigning any reason thereof at any time after giving one month notice to the selected service providing Company/ Firm / Agency. However, the agency will have no option to withdraw from the contract on his own during the initial contract period of one year.

4. Validity of the bids: The bids shall be valid for a period of **180 days** from the date of opening of the tender.

In exceptional cases, the tenderers may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/ telex/cable followed by surface mail. The tenderers, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender.

5. Right of Acceptance:- AIIMS, Raipur reserves the right to accept or reject any or all bids without assigning any reasons. AIIMS, Raipur also reserves the right to reject any bid which in its opinion is non- responsive/not-viable or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. Canvassing in any form is strictly prohibited and the tenderers who are found of canvassing in any form are liable to have their tenders rejected out-rightly.

6. Late Tender: There is **NO PROVISION** of uploading late tender beyond stipulated date & time in the e-tendering system.

7. Clarification of Offers: - To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

To assist in the scrutiny, evaluation and comparison of Tenders, the AIIMS may, at its discretion, ask some or all Tenderer for technical clarification of their Tender. The request for such clarifications and the response shall be in writing. To speed up the Tender process, the AIIMS, at its discretion, may ask for any technical clarification to be submitted by means of facsimile/email by the Tenderer. In such cases, original copy of the document describing the technical clarifications must

be sent to the AIIMS by means of courier/in person/ if required AIIMS officials may visit.

8. Rights of the AIIMS RAIPUR:

- a) The AIIMS RAIPUR reserves the right to increase/ reduce the scope of work mentioned this Tender. In case of item rate contract, AIIMS RAIPUR does not in any way guarantee the quantity for which an order may be placed and the Tender quantity may only be treated as indicative.
- b) In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, interpretation of the Clauses by AIIMS RAIPUR shall be final and bindings on all Parties.

9. Terms of payment:-

Monthly bills for reimbursement may be submitted in triplicate, along with attendance sheet, EPF, ESI deposit slip, GST challan, salary sheet & RTGS (monthly wages Bank statement) only for personnel deployed at AIIMS Raipur. Printout of the banking transaction is to be submitted to the AIIMS along with the monthly wage bill for payment & also submitted satisfactory work completion report in every month by the contractor at the end of every month. Any other related documents, if asked for, will have to be submitted before the competent Authority of AIIMS, Raipur. It may be noted that under the provision of the Indian Income Tax Act and other statutory Tax, AIIMS RAIPUR is required to deduct Tax with surcharge at source at prevailing rates from the gross amount of each bill submitted.

The bidder/contractor will ensure the he/she pays minimum wages including overtime pay (as per Minimum Wages Act and as per Govt. of India notification from time to time) to all his/her employees at all times along with statutory obligations like EPF, ESI etc. as mentioned in the tender document. A certificate/self declaration with regard to the payment made to labourers/workers engaged in work on each time has to be furnished by the contractor along with the next bill submitted. While submitting the bill, the same have to be attached with the bill.

Bidder should quote the rates with assuming that the Minimum wages & rates of materials for another 2 years. No any other charges shall be payable.

10. Right to call upon information regarding status of contract:-

The Institute will have the right to call upon information regarding status of contract, statutory/legal compliances at any point of time and the Agency will be obligated to provide the same to the complete satisfaction of the Institute within 48 hours of being called upon to do so.

11. Laws / Acts / Statutory provisions :-

- a) The Agency shall be solely responsible for compliance of the provisions of various Labour and industrial laws, relating to wages, allowances, compensations, EPF, Gratuity, ESI etc. relating to personnel deployed by it at the premises of the Institute or for any accident caused to them and the Institute shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by **07th of every month** without fail and irrespective of any delay for whatever reason in settlement of its bill by the Administrative Department, at AIIMS, Raipur and without deducting any commission except that for PF & ESI, from the wages paid by the AIIMS, Raipur. **The agency is required to pay the monthly wages to its workers through online/net banking only directly to the saving bank accounts of all the workers.** The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to the following and their re-enactments/amendments/modifications:-

- (a) The Minimum Wages Act 1948
- (b) The Employees Provident Fund & Misc. Provision Act, 1952
- (c) The Contract Labour (Regulation & Abolition) Act, 1970
- (d) The Payment of Gratuity Act, 1972
- (e) The Employees State Insurance Act, 1948
- (f) The Child Labour (Prohibition and Regulation) Act, 1986
- (g) The Pradhan Mantri Rojgar Protshan Yojana
- (h) The payment of Bonus Act.

- b) The Agency shall ensure full compliance with tax laws of India with regard to this Contract and shall be solely responsible for the same. The Agency shall keep the Institute fully indemnified against liability of tax, interest, penalty and any other legal liability etc. of the Agency in respect thereof, which may arise. The books of accounts of the Agency as regards this outsourcing work shall be open for examination by the Institute as and when required.

12. Penalties :-

In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and condition of the contract the hospital reserves the right to impose the penalty as detailed below:

<u>SN</u>	<u>Performance Indicators</u>	<u>Expected Level</u>	<u>Measurement protocol</u>	<u>Penalty in case of non-compliance</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	100% of time within a month on time	To be verified based on handover/ takeover time fixed	1% of the total monthly invoice for the respective facility (for delay beyond 24 hrs) +

	(9am11am)		at the Health Facility and entered in the daily Log Book	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

Offence	Penalties (In Rupees)
Not found displaying photo ID	100/- per instance.
Worker not in proper Uniform	500/- per instance.
Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	1000/- with removal of the offender
Wrong/Improper chemical	5000/- per instance
Absenteeism/Under deployed	1000/- per instance
Complaints are not registered or not redressed	500/- per instance
Absence of personal protective gears	200/- per instance
For any other breach, violation or contravention of any terms and conditions	Rupees 5000/- will be imposed per day
In case the services remain consistently unsatisfactory for a period of more than 2 weeks	Penalty of 5% of the annual contract value will be imposed

- 2% of cost of order/agreement (Annual cost to Hospital as quoted in tender) per week, up to 3 weeks delays for non-execution of contract after award of work.
- After 2 weeks delay, the hospital reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from L-2 bidder. The defaulting L-1 bidder may be debarred/blacklisted for a period of 4 years (i.e. 2 terms). The security deposited by the contractor shall also be forfeited.
- During the interim period of award of work and taking over of contracted work by the successful bidder, the on-going system by earlier service provider will continue.
- In case of default/cessation of work by the service provider during the currency of contract, the organization reserves the right to make interim alternate arrangements from the market/L2/L3 bidders and any excess amount payable arising thereof will be the liability of the defaulting Service Provider.
- The amount payable for the preceding month will only be released after certification of satisfactory performance by the authorized officer. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security than the

bidder will have to deposit the corresponding amount before release of further payments.

- In case of any damage/loss/theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.

13. Breach of Contract:-

- a) If the agency fails to fulfil any of the terms and conditions of this agreement, including its annexures and schedules, or if the working or service of the Agency is found to be defective/unsatisfactory, the agency will be deemed to be in breach of this contract. In case of breach of contract, the Institute, at its discretion, will have the right to either impose penalty up to 10% of the Total Annual Value of contract for each such violation or to cancel the contract forthwith and arrange to procure similar service from any other source available, at the risk and cost of the Agency. In event of cancellation due to breach of contract, the performance security deposit shall stand forfeited.
- b) The Agency will be bound by the details furnished by it to the Institute, while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.

- 14. Inspection of Site and Sufficiency of Tender:** -The Tenderer is expected to work out their own rates based on the detailed description of items, the specifications and conditions and finally arrive at the cost of the work/service. The tenderer shall be deemed to have satisfied itself before tendering as to correctness and sufficiency of its Tender. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper completion and maintenance of the works/services. Where necessary, before submitting its Commercial Bid the tenderer should inspect and examine the site and its surroundings and shall satisfy itself about form and nature of the site, the quantities and nature of the work/service and materials necessary for the completion of the works/services, means of access to the site, the accommodation it may require, and in general, obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

- 15. 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

16. Corrupt or Fraudulent Practices:

AIIMS,RAIPUR requisite the contractors under this tender to observe the highest standards of ethics during the procurement and execution of such Contracts, in pursuance of this policy, AIIMS, RAIPUR defines for the purposes of this provision, the terms set forth as follows:

- a) Corrupt practice’ means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution, and
- b) ‘Fraudulent practice’ means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of AIIMS RAIPUR, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive AIIMS RAIPUR of the benefits of the free and open competition.

AIIMS RAIPUR will reject a proposal for award if it determines that the contractor has engaged in corrupt or fraudulent practices in competing for the contract in question. AIIMS RAIPUR will hold the contractor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the contractor has engaged in corrupt and fraudulent practices in competing for, or in execution the contractor.

17. Manner of Opening of Tender: - The Tender received before the time and date specified in the Tender Notice will be opened as per the specified program in the office as mentioned in the Tender Notice (If Possible). The tenders will be opened in the presence of Tenderers or their authorized representatives who choose to remain present.

18. Process to be Confidential: - Information relating to the examination, clarification, evaluation and comparison of Tenders and the award of a Contract

shall not be disclosed to Tenderers or any other person not officially concerned with such process until the award of the tender has been announced.

19. Preliminary Scrutiny:

AIIMS, RAIPUR will scrutinize the Tender to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the Tenders are generally in order. The AIIMS RAIPUR will also determine the substantial responsiveness of the Tender. For purpose of these clauses, a substantially responsive Tender is one that confirms to all the terms and conditions of the Tender Documents without material deviations. The AIIMS RAIPUR's determination of a Tender's responsiveness is to be based on the contents of the Tender itself without recourse to extrinsic evidence.

A Tender determined as not substantially responsive will be rejected by AIIMS RAIPUR and may not subsequently be made responsive by the Tenderer by correction of the non-conformity. AIIMS RAIPUR may waive any minor infirmity or irregularity in a tender which does not constitute a material deviation. This shall be binding on all Tenderers and AIIMS RAIPUR reserves the right of such waivers.

20. Licenses: - Wherever relevant, before commencing the Work/Service the successful Tenderer shall be required to produce to the satisfaction, of AIIMS, RAIPUR a valid Contract Labour License (if employing labour) issued in its favour under the provision of the Contract Labour (Regulation and Abolition), Act 1970. On failure to do so, the acceptance of the Tender is liable to be withdrawn and also the PSD is liable to be forfeited.

21. Subletting of contract:-

The contract is not transferable. The firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of the Institute, which will be at liberty to refuse, if thinks fit.

22. Termination:-

- a) The Institute, may at its discretion, foreclose or curtail the agreed period of this agreement, without assigning any reason thereof, by given one month's notice in writing, to the Agency. The Agency however, shall give, one month notice in writing to the Institute if it wants to exit the contract.
- b) If at any stage, the involvement of the Agency or any person employed by it or any other person who does or is deemed to represent the Agency, is found to have indulged in any uncalled for activity, inside or outside the premises of the Institute, which may bring disrepute to the Institute, the contract is liable to be terminated by the Institute with or without one month's notice, at the discretion of the Director of the Institute, at the risk and cost of the Agency. The Institute, in such an eventuality, will be entitled to make good any losses suffered by it out of the performance security deposit submitted by the Agency. The decision of the

Institute regarding indulgence of the Agency or its employees/representatives in such act will be final and binding on the Agency.

23. Force Majeure:

- a) Neither the Agency nor the Institute shall be considered in breach of this Contract to the extent that performance of their respective obligations is prevented by an event of Force Majeure that arises after the effective Date.
- b) The Party (the "Affected Party") prevented from carrying out its obligations hereunder shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the Affected Party.
- c) If and to the extent that the Agency is prevented from executing the Services by the event of Force Majeure, while the Agency is so prevented it shall be relieved of its obligations to provide the services but shall endeavor to continue to perform its obligations under the contract so far as reasonably practicable and in accordance with Good Operating Practices.
- d) The Agency shall not be entitled to payment of the Monthly Charge for the period of interruption caused by the event of Force Majeure.
- e) Irrespective of any exemption of performance granted under this clause, if an event of Force Majeure occurs and its effect continues for a period of [21] days, either party may give to the other a notice of termination. [If the Institute is paying fee during Force Majeure, then Agency should not have a termination right, as it is being paid.], which shall take effect [7] days after the giving of the notice. If, at the end of the [7]-day period, the effect of the Force Majeure continues, the contract shall terminate.

24. Mode of Serving Notice:

Communications between parties which are referred to in the Contract are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act.) subject to as otherwise provide in this contract all notices to be issued on behalf of AIIMS RAIPUR and all other actions to be taken on its behalf may be given or taken by the Competent Authority. If sent by registered post to the last known place or abode or business of the contractor, it shall be deemed to have been served on the date when in the ordinary course of post these would have been served on or delivered to it.

25. Review & Termination:

- a) It may be noted that quality of laundry service and operations as per Annexures are the essence of the Contract. If at any time it is seen that, a result of the poor quality of work continues for a period of 15 days, the contract may be terminated.
- b) AIIMS Raipur has the absolute right to terminate the contract at any time by giving one month notice in writing without assigning any reason whatsoever and

Institute shall not be responsible for any loss, damage etc. suffered by the firm/agency/ company as a result of such termination of contract.

26. Indemnity :-

- a) The Agency shall indemnify the Institute from, and defend and hold the Institute harmless from and against, any losses suffered, incurred or sustained by the Agency or to which the Agency becomes subject, resulting from or arising out of any third party claim:
 - i. due to negligence in performance of the Services provided by the Agency;
 - ii. relating to the failure by the Agency to obtain, maintain or comply with the Statutory provisions, Consents, and Governmental Approvals;
 - iii. relating to personal injury (including death) or property loss or damage to the extent caused by the Agency or due to its employees' acts or omissions;
- b) The Agency shall also be responsible for obtaining workman's compensation insurance of its personnel. In case of death, disability or any injury caused to them due to any accident in the premises of the Institute, during working hour or otherwise, the Institute shall not be liable to pay any compensation to the person or his/her dependents in this regard. In case any financial liability devolves upon the Institute under any present or future act, law or court order the same shall be recoverable from the Agency.
- c) There may be certain cases where negligence on the part of the Agency or the Institute for accident in the premises of the Institute causing death, disability or injury to its personnel cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by the Institute which will be final and binding upon the agency.
- d) All the workers providing the services under this Agreement shall be employees of the Agency and the Institute shall not have an employer-employee relationship with the employees of the Agency. The Agency undertakes to keep the Institute indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the Agency and the Institute is purely contractual and the Institute is not responsible/liable for the employees and for staff of the Agency.
- e) The Agency shall undertake that any act of omission or commission including theft, by its staff shall be its sole responsibility and further that it would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
- f) The Institute shall not be a party in case any dispute takes place between the Agency and his employees.

27. Representation and warranties :- The agency represents and warrants that

- a) It has all requisite competence and expertise to execute, deliver and perform its obligations under this Agreement;
- b) The execution, delivery and performance of this Agreement by the Agency (a) has been duly authorized by all its owners/partners (if any), and (ii) will not conflict with, result in a breach of or constitute a default under any other agreement to which the Agency is a party or by which the Agency is bound;
- c) The agency is duly licensed, authorized or qualified to do such business and are in good standing in every jurisdiction in which a license, authorization or qualification is required for the transaction of business of the character transacted by them, except where the failure to be so licensed, authorized, or qualified would not have a material adverse effect on its ability to fulfill any of its obligations under this Agreement;
- d) The agency is in compliance with all Laws applicable to it for delivery of the proposed services and it has obtained all applicable permits and licenses required of it in connection with its obligations under this Agreement;
- e) The performance of Services shall be in accordance with the Service Levels and meet the highest professional standards.

28. Manpower Regulations:

- a) The conduct/characters/antecedents and proper behaviour of the workers in the Institute shall be the sole responsibility of the Agency. However, the Agency should provide the necessary details of all its employees (permanent, temporary, casual) to the Institute.
- b) The Agency shall only employ in its service such persons whose antecedents have been verified by the police and who have also been medically examined at the Agency's own cost and to the satisfaction of the Institute. The Agency shall be required to give an undertaking to the Institute to this effect.
Employment of minors is strictly prohibited.
- c) The Agency shall register all its employees who will be working in the Institute's premises indicating name, age, home address, qualifications, etc, and would intimate at administration section and Security Officer, as and when any change takes place.
- d) The Agency shall ensure that the person deployed are disciplined and well behaved in office premises, and do not indulge in consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- e) Notwithstanding anything contained in the above clauses if any employee/staff member of the Agency in the opinion of AIIMS Raipur, is not rendering proper service or is otherwise guilty of any misdemeanor or is found otherwise undesirable, the Agency shall forthwith remove that person from AIIMS Raipur Campus, with immediate effect and replace him with a suitable person.

29. 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.

30. Amendment to the Contract:-

- a) The Institute reserves the right to amend the scope and value of the contract.
- b) For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the Agency of the grounds for the same.

31. Interpretation:-

Any dispute regarding the interpretation of this Agreement shall be submitted to the Director, AIIMS Raipur for consideration. The decision on such dispute by the Director, AIIMS, Raipur shall be final and binding on both parties.

32. Arbitration:

If any difference arises concerning this agreement, its interpretation or 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, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

33. Fall Clause:

- a) 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.
- b) 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.

- c) 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 the General Financial Rules along with such other action as may be permissible under law.

Stores Officer (Hospital)

For and on behalf of **Director, AIIMS, Raipur.**

Chapter III

Annexure-'A'

Detailed Scope of Work & Resource Requirement

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 900 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:

- 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 Total Capacity:160-180 KGS (minimum no. of machine 2) 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 1 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
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- 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 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	Payjama for staff (included all Color)
11	Patient Gown (Pink + Blue)
12	Laundry bag
13	Bed sheet
14	Other items under this category
15	Kurta for staff (Included all Color)

Category B : Large Size Linen items	
S.No.	Name of Line Item
1	Blanket
2	Blanket cover
3	Curtain
4	Other items under this category
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)
16	Other items under this category

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.

Technical Bid

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

- a) Declaration for EMD (Annexure III) on letterhead must be uploaded.
- b) Bidders profile giving complete details about the firm, including the period for which it is in this business.
- c) Self-Attested Photocopy of valid Shop & Establishment must be uploaded
- d) Copy of ISO Certificate of Laundry Services.
- e) Annual turnover & balance sheet of last three year duly certified by CA as mentioned in tender upto **₹ 30 Lakhs (Excl. Indirect Taxes)**, document should be uploaded.
- f) Copy of PAN Card **should be uploaded**.
- g) Firm/Company registration certificate should be uploaded.
- h) The GST registration details may be furnished.
- i) Income Tax Return of last three years should be uploaded.
- j) Signed and scanned copy of User List (List of Govt./Semi Govt./Reputed Pvt. Hospital/Organization) where provided Hospital Outsourced laundry services as per the Annexure II. The Performance Certificates obtained from Govt. Hospital/Reputed Private Hospital having minimum 400 beds,
- k) "Declaration by the Bidder" (Notarized & Rs 100.00 Non-judicial Stamp paper)
- l) Copy of valid Registration under ESI and EPF Acts must accompany with Technical Bid.
- m) 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 15 km radius of AIIMS Raipur within 30 days after award of work.
- n) Copy of valid registration under (R&A) Act, 1970 from Labour Law Authority is required to be submitted.
- o) The Tender should have to submit an undertaking to produce valid certificate from Chhattisgarh pollution control Board (CPCB) for Operating Laundry Services within two month after Signing of the MOU/Agreement..
- p) 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 these criteria, your tender will be out rightly rejected.
- q) Tender Documents with seal & sign by the Tenderer as acceptance.

PRICE BID

- (a) Price bid in the form of BOQ_XXXX.xls.
- (b) Miscellaneous Sheet.

Annexure II

Format of Experience certificate

Sl. No.	Contract No. /Supply order No	Name of the Purchaser/ Employer	Description of work	Value of Contract

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

Note:

- User List (List of Govt./Semi Govt./Reputed Pvt. Hospital/Organization) where quoted similar items has been supplied and installed.
- Copies of supply orders of the similar quoted (without hidden price for rate justification).

Declaration by the Bidder (Notarized)

(On Rs 100.00 Non-judicial Stamp paper)

1. I am authorized signatory of the firm and am competent to sign this declaration and execute this tender document.
2. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
3. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
4. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.
5. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned /suspended/blacklisted business dealings. I/We further undertake to report to the Officer-in-Charge, Procurement Cell, AIIMS, Raipur immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
6. No other charges would be payable by Client and there would be no increase in rates during the Contract period.
7. No employee/staff of AIIMS Raipur, personally or through family members, will in connection with the tender for, or the execution of a contract demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
8. I/We also undertake that directly or through any other person or firm, offer, promise or give to any of AIIMS Raipur's employees involved in the tender process or the execution of the contract or any third person any material or

other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

9. I/We hereby offer to provide services mentioned in Financial Bid at the rates quoted therein. I/We hereby declare to provide services duly paid with GST, or applicable taxes at any point of time if applicable. I/We also agree to hold this offer open for the period of one year from the date of issuance of Rate Contract, if awarded.

Place:.....

(Signature of Bidder with seal)

Date:.....

Name :

Seal :

Address :

Annexure- III

It should be uploaded on letter head.

EMD Declaration Form

Date:

To,

The Stores Officer (Hospital),

All India Institute of Medical Sciences Raipur (C.G)

Ref: TENDER no. _____

Dear Sir,

I/We accept that I/We may be disqualified/debarred from bidding for any contract with you for a period of **one year** from the date of notification, if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended from the tender, my/our Bid during the period of bid validity specified in the NIT; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - i fail or refuse to execute the contract, if required, or
 - ii fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

The validity of this declaration will remain till the announcement of the name of the successful Bidder & if, I am/we are not the successful Bidder.

Yours faithfully,

Place:

(Signature of Bidder with seal)

Name of Bidder :

Seal :

Address :

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/ NATIONALIZED 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

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of.....AND WHERE AS the said tender document requires the service provider whose tender is accepted for the providing of laundry services. in response there to 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 the said Performance Guarantee Bond is to be submitted within 30 (Thirty) days from the date of Acceptance of the LOA.

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

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

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

a. Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).

b. This Bank Guarantee shall be valid upto..... (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), Claim period should be beyond six month from the date of validity i.e. (b) above.

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

Yours truly,

Signature and seal of the Guarantor
Name of the Bank:.....
Complete Postal Address:
.....

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 4) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or

“Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.
