

NOTICE INVITING TENDER
FOR
OUTSOURCING OF LAUNDRY SERVICES
AT AIIMS, BHUBANESWAR



ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR
(An Autonomous Institute under aegis of Ministry of Health & Family Welfare, Govt. of India)

Sijua, Patrapada, Bhubaneswar - 751019
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Tender Schedule:

No	Description	Remarks
1.	NIT No.	J-11048(001)/2020-21/S&P
2.	NIT Issue Date	22/05/2020
3.	Last Date of Submission	12/06/2020 at 15.00hrs.
4.	Tender opening date (Technical bid)	12 /06/2020 at 15.30hrs.

Tender(s) should be sealed and Super scribed with Tender Number, Name and Addressed to:

“Sr. Procurement-cum Stores Officer”

Academic Block, 1st Floor

All India Institute of Medical Sciences,(AIIMS Bhubaneswar)

Patrapada, Sijua Bhubaneswar-751019

All India Institute of Medical Sciences, Bhubaneswar

NIT for Outsourcing of Laundry Services for AIIMS, Bhubaneswar

All India Institute of Medical Sciences (AIIMS), Bhubaneswar, Odisha, an apex healthcare institute, established by an Act of Parliament under aegis of Ministry of Health & Family Welfare under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY), Government of India, invites sealed tenders in **two-bid system** for **Outsourcing of Hospital Laundry Services for AIIMS Bhubaneswar**. Interested bidders are requested to quote their best offer as per the specifications, terms & conditions of the tender.

The agencies/vendors/service providers should have the requisite infrastructural facilities and machineries (Laundry complex) in Bhubaneswar, Odisha. They should have vehicles, carts, trained and qualified manpower/ personnel and experience in providing Laundry services in reputed Government/Private Hospitals having more than 500 (Five hundred) beds in Bhubaneswar/Cuttack.

No infrastructure/machineries/vehicles will be provided by AIIMS Bhubaneswar.

Instructions to the Bidders:

The interested Companies/Firms/Agencies/Service providers are required to submit the technical and financial bid separately. Documents relating to Technical bid and Financial bid should be submitted in two separate sealed envelopes super scribed as “Technical Bid” & “Financial Bid” and bidder should write name & address of the bidder on the top of each envelope with details of tender reference. Both the envelopes should be placed in a third sealed envelope super scribed as “Tender for Laundry Services at AIIMS, Bhubaneswar” with the name & address of the bidder on the top of the envelope with details of tender reference and must reach the office of Sr. Procurement-cum-Stores Officer, AIIMS, Bhubaneswar-751019 **on or before 15.00 P.M. on : 12/06/2020.** The bid received after due date and time will not be entertained whatsoever may be the reason. The technical bids shall be opened on the same day **i.e on 12/06/2020 at 15.30 hrs.** at the Board Room, 1st Floor, Academic Block, AIIMS, Bhubaneswar. In the event of any of the above mentioned date being declared as a holiday / closed day, the tender will be opened on the next working day at the appointed time. The date of opening of financial bid of technically qualified bidders will be uploaded in the official website of AIIMS Bhubaneswar and will be intimated to the bidders by e-mail. No Paper Publication shall be made for this intimation.

Submission of Technical & Financial bid in a single envelop will lead to disqualification.

Tender Fee: The entire tender document can be downloaded from our website **www.aiimsbhubaneswar.edu.in** at free of cost. The bidders, who wish to collect tender papers from the institute can do so by submitting a Demand Draft for **Rs.2,000.00 (Rupees Two Thousand only)** (non-refundable) in favour of “**AIIMS, Bhubaneswar**”, payable at Bhubaneswar towards Tender Fee. No cost of tender document shall be charged for the tender documents if downloaded by the bidders from the website of AIIMS, Bhubaneswar.

Bid Security: The bidder needs to deposit the EMD amount of **Rs.50,000/-** (Rupees Fifty Thousand only) in the form of FDR (duly endorsed by the issuing bank in favour of AIIMS Bhubaneswar) or Bank Guarantee in favour of “**AIIMS Bhubaneswar**” valid for a minimum period of six months

from the last date of submission of bid and must be enclosed with the Technical Bid in a sealed envelope before submitting in the Tender Box kept in the Office of Sr. Procurement-cum Store Officer, Academic Block, AIIMS Bhubaneswar -751 019.

The FDR or BG submitted as EMD are subject to verification from the issuing bank before its acceptance. If at any time the said instrument is found to be fake or not as a valid banking instrument, the bidder submitting such instrument shall be black listed and shall be debarred from participating in future tenders of the Institute.

The EMD of the successful bidder shall be returned after the successful completion of the contract (in case of failure by the bidder to execute the agreement in time, EMD will be forfeited) and in case of unsuccessful bidders, the same will be returned after award of the contract. **AIIMS, Bhubaneswar shall not pay any interest on EMD to any bidder.**

Exemption: Firms registered with NSIC (for rendering the required services) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD. However, the respective departments/ firm have to submit the relevant certificate (NSIC etc.) and financial limit to avail this exemption.

Further, to enjoy the benefits as per Public Procurement Policy of MSEs Order, 2012, the firms/ units registered as MSME vendor, declaration of UAM (Udyog Aadhar Memorandum) number by the vendor on CPPP is mandatory. The documentary evidence in support of UAM number must be attached with the bid document.

Clarification of bidding documents: A prospective bidder requiring any clarification of the bidding documents shall contact the purchaser in writing at the purchaser's e-mail address i.e. aso@aiimsbhubaneswar.edu.in & spo@aiimsbhubaneswar.edu.in. The purchaser will respond in writing (through e-mail) to any request for clarification, provided that such request is received not later than 10 (ten) days prior to the deadline for submission of bids.

Amendments in Bidding Documents : At any time till **7 (seven) days** before the deadline for submission of bids, the AIIMS Bhubaneswar may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. AIIMS, BBSR shall not be responsible to notify the amendments to individual bidders. All amendments by the AIIMS, BBSR till 7 (seven) days before the deadline for submission of bids, shall be binding on the participatory bidders.

Submission of the Bid: The Technical bid should contain all the relevant documents relating to this Tender in systematical order and should preferably be in a binding form and pages are numbered serially. All the pages must be signed and sealed by the authorized person of the bidder as a token of acceptance of tender terms & conditions and EMD must be submitted with the Technical Bid. These should be submitted in an envelop marked as "Technical Bid".

The Financial bid should contain prices and Taxes against each item as per proforma provided in this tender form. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered. These should be submitted in an envelop marked as "Financial Bid".

OBJECTIVES AND SCHEDULE OF REQUIREMENTS:

All India Institute of Medical Sciences, Bhubaneswar is an apex tertiary care multispecialty hospital. Hospital is having patient care services in the form of Out Patient Departments (OPDs), Indoor Services (IPDs), Operation Theatres (OTs) and various Diagnostic & Laboratory Services. AIIMS Bhubaneswar is presently having 800 IPD beds which is expected to be increased to 960 IPD beds in next three months. This quantity is likely to increase with the addition of new centers /patient care facilities. The workload is more likely to increase on day to day basis with addition of new hospital services and the vendors /agencies should have capacity in term of infrastructure/manpower etc in Bhubaneswar to deal with the increase demand with a short notice. Laundry service is an essential service for smooth running of the various services like OT, emergencies etc. in hospital. Hence full co- operation, commitment, dedication and punctuality are expected from the vendors providing the hospital laundry services.

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

REQUIREMENTS

AIIMS, Bhubaneswar hospital has the requirement to launder/dry-clean the hospital linen, which comprises of big/small linen items both white & colored, blankets, plastic curtains/tapestry etc. The laundry services are to be operated on all days of week in one or more shifts depending on workload. The washed linen should be delivered to AIIMS hospital by 7.00 AM every day on next day of collection in clean covered bags carried in a clean covered vehicle. The OT and ICU linens SHOULD be delivered separately to OT and ICU RESPECTIVLY by 7:00 AM. The washed linens should be segregated item wise and color wise at time of delivery. Not more than 10% of linen should be kept pending with the vendor under any circumstances. The collection of used linen and distribution of washed linen in trolleys designated for linen collection will be carried out by the vender under supervision of the competent authority of AIIMS BBSR.

RESPONSIBILITY

(A) Processes to be undertaken

- i. Collection and transport of dirty linen:** Vendor will be responsible for collection of dirty linen from the different user areas and transport the same to his laundry complex in a covered vehicle.
- ii.** Sorting, processing of used linen with standard laundering processes including folding, ironing and repairing (if required), finishing & packing should be carried out by the vendor.
- iii. Delivery and distribution of washed linen:** the washed linen should be transported in a clean covered separate vehicle (not the same vehicle used for transportation of dirty linen) from laundry complexes of the vendor to AIIMS Hospital by 7.00 AM every day. The OT and ICU linens should be delivered separately to OT and ICU respectively by 7:00AM. The washed linens should be segregated item wise and color wise at time of delivery. The vendor will employ personnel for distributing the washed linen in different user areas. Transportation & delivery of washed clothes in a

covered trolley to the user area daily.

- iv. Any torn linen beyond repair should be sorted out & returned to AIIMS Separately.
- v. The vendor will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in his laundry, as per the norms of the Bhubaneswar Municipal Corporation.
- vi. Separate carts/ trolley for transport & storage of dirty & washed linen will be used. The trolleys to transport soiled linen should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean linen.
- vii. The contractor will process linen as per approved washing procedure and approved washing formulae. The copy of detail washing and other laundry process and approved washing formulae should be provided by the vendor and attached with the tender documents.
- viii. Standard universal precautions to be followed while collecting & handling infected/soiled linen. Bio-Medical Waste management rules, wherever applicable will be followed by the vendor in his laundry.

(B) Daily laundry statistics: The vendor should maintain a register about the receipt and delivery of the washed linen on daily basis and the entry will be verified and authenticated by the officials of AIIMS, Bhubaneswar. The same register should be produced at the time of claim of monthly laundry bill. At any moment, not more than 10% of linen should be kept pending with the vendor under any circumstances.

Manpower

(a) Adequacy & training:

The vendor shall employ 1 staff per 100 beds in wards & additionally 2 staff for OT & ICU. Presently AIIMS, BBSR is 960 bedded hospital. The agency/ vendor will provide uniforms, aprons, ID cards and other protective gear to ensure proper protection to all workers. All workers will be immunized by the firm before employment & during the course of employment as & when needed. All personnel involved in collection, transport, sorting, and washing of soiled textiles should be consistently & appropriately trained at frequent intervals specially for the use of, appropriate personal protective equipment (PPE), and be supervised to assure compliance with protective procedures. The CV of the staff employed by the vendor and supposed to work to provide laundry services in AIIMS BBSR should be attached with vendor documents.

(b) Medical examination of staff: The vendor shall employ only those persons in the laundry who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the AIIMS, Bhubaneswar on medical examination of such employees, shall be borne and paid by the vendor.

(c) Wages to employees and Insurance: The vendor shall comply with the labour/industrial laws applicable to employees working in the laundry regarding working hours, minimum wages, safety, cleanliness, leave, over time allowances, provident fund, retrenchment benefit, and medical benefit like ESI etc. If on account of non-compliance with the provisions of any such laws, if AIIMS Bhubaneswar is called upon to make any payment to or in respect of his employees, the vendor shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the vendor shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable to Institute to the vendor. The vendor will sign an Indemnity Bond in favor of AIIMS, Bhubaneswar to this effect.

Washing Chemicals/Detergents :

The vendor shall be responsible for procurement of all the detergents/washing chemicals of the specification as per approved washing formula (only from laboratory tested reputed firms and ISI marked where ever possible). The institute authorities can make surprise check to verify that the items used are as per approved formula and right quantity of these are being used. **The vendor should provide and deposit the sample of detergents and other chemicals to be used for processing and washing of linens along the technical bid.**

Cleanliness :

It shall be the responsibility of the vendor to employ adequate number of cleaners and sweepers and provide them with adequate and necessary equipment/ materials for keeping the laundry scrupulously clean and in a sanitary condition to the satisfaction of the institute authorities. Anti-rodent and pest control measures will also be strictly followed and it will be the responsibility of the vendor to ensure that premises are free of these.

Security and Safety :

The AIIMS, Bhubaneswar shall not be held responsible for any loss or damage due to any negligence on the part of the service provider. The general safety & ensuring of fire safety of the premises is the responsibility of the contractor.

Commitments by the Hospital :**Condemnation & Replacement of torn linen-**

Condemnation of torn/useless linen will be done by the institute and replacement with new linen will be done by the institute. The vendor will sort out linen (after collection) which is beyond repair. This list will be verified by AIIMS, Bhubaneswar officials & this cloth will be sluiced/washed & handed over to AIIMS, Bhubaneswar on daily basis. Equal no. of fresh linen will be issued daily to make up the gap for this torn linen.

No infrastructure, machineries, vehicles, will be provided by AIIMS BBSR. The interested agencies should have the requisite infrastructures, machineries, vehicles, carts and qualified personnel to provide laundry services in AIIMS BBSR.

Supervision & Quality Control

- (a) AIIMS, Bhubaneswar authorities will have unfettered right to inspect the premises, process of laundry, finished product at any time and the vendor will cooperate with the authorities.
- (b) AIIMS, Bhubaneswar management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
- (c) Designated officials of AIIMS, Bhubaneswar will have unfettered right to enter the Laundry premise at any time in order to inspect and suggest any Structural additions and alterations or repairs to the said laundry premises, repairs to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties, as far as possible.
- (d) AIIMS, Bhubaneswar authorities shall have all the right to terminate the contract of the services rendered by the vendor, which are not of the requisite standard without assigning any reason and notice.
- (e) AIIMS,BBSR may also to quality check of verified linen to ascertain the microbial contamination of

used linen.

Prerequisite Criteria For Qualification

(a) Location and infrastructure: The functional laundry complex should be located in Bhubaneswar, Odisha. In case of outside agencies, they must have requisite functional laundry complex in Bhubaneswar. (Documentary proof to be attached). The laundry complex shall be inspected by the expert committee of AIIMS BBSR. Agency/vendor having space, machineries, water supply, laundry personnel /staffs (abided by rule and regulations) of satisfactory standard decided by competent authority of AIIMS BBSR will be eligible and will be technically qualified.

(b) Authenticity & Operational Capability:

(i) Work Experience: The bidder should have been in business of providing laundry services in govt. hospital/ /PSU or private hospital with more than 500 (Five Hundred) beds for a period of at least 3(Three) years. The work experience in other type of organizations except hospitals will not be consider as work experience for this tender. The vendor on a non– judicial stamp paper should give a declaration to the effect. The firm should be providing laundry services at least in one hospital in Bhubaneswar/ Cuttack with 500 or more beds. The firm should also submit list of hospitals with detail address and contact number where it is running its service in the last three years for cross verification. *At least one of such hospitals should be in Bhubaneswar.* The vendor is required to submit performance report from head/director/medical superintendent of such hospitals (to be submitted in corresponding hospital letter head) where it has been providing services in laundry.

The agencies not having infrastructure in Bhubaneswar and periphery (within 30 km. of radius) and not providing laundry services in hospital(s) located in Bhubaneswar/Cuttack may not apply in response to this tender as their bids shall be rejected.

(ii) Man Power/staffs: The firm/agency should have requisite trained personnel/staff to carry out the assigned laundry services to AIIMS BBSR. The list containing the names/addresses of the personnel appointed by the agency shall be made available to the Institute Authorities with their bio-data along with the tender documents.

(iii) Inspection of laundry premises: **The physical verification of laundry site is mandatory to technically qualify for the tender.** *The vendor should make necessary arrangement and should be co-operative for inspection of their laundry premises/site by a committee appointed by the competent authority of AIIMS BBSR to verify vendor capacity and standing to carry out the laundry services. The committee members of AIIMS BBSR will use prepared check list to assess the infrastructure/machineries. The vendor /agency having satisfactory infrastructure/machineries will technically qualify for the tender.*

(iv) Surprise/Scheduled visit to the premises where it is running the laundry services, by the representatives of the institute shall be made to verify vendor capacity and standing.

(v) The Vendor will give a certificate that the firm or any other firm with similar type of operation with same or some person as proprietor/partner/Director being same as of the tendering firm, has not been black listed in the past 3 yrs. by any Government/ private institution.

(vi) The vendor has to give an affidavit on a Non –judicial paper that there is no vigilance / CBI case pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm.

(vii) Conditional tenders will be summarily rejected.

Technical Evaluation of Service Facilities

(a) Bidders qualifying in pre-qualification criteria will be eligible for further evaluation. A committee constituted by the Director, AIIMS, Bhubaneswar will visit the site of the bidder already qualifying in pre-qualification criteria to examine and inspect the laundry site of such bidders.

(b) The committee will visit the site after opening of the technical bids and before opening of the financial bids and shall assign the marks, based on the following parameters.

Sr/No	Eligibility Criteria	Maximum Marks
1	Infrastructural Facilities at the site of the bidder and facility having the capacity to work in all weathers.	10
2	Quality (washing, drying and ironing) of washed linen and the detergents used for washing.	10
3	Staff: trained, experienced, clean dress, behaviour, Appearance, Identity cards etc.	10
4	Storage and Transportation facilities.	10
5	Clean & Safe raw Water availability arrangement for washing of AIIMS, Bhubaneswar's Linen at venders laundry facility. Garbage disposal system , Exhaust system, fire fighting system, record keeping system	10
	Total :	50

(c) The bidders who get minimum 45 marks out of 50 in technical (Physical) evaluation of their Service facilities, on the basis of site inspection and examination, shall be qualified and only their financial bids shall be opened. The bidders who get less than 45 marks shall stand rejected from further process of bid evaluation and their financial bid shall not be opened.

GENERAL TERMS & CONDITIONS

- (1) Laundry service is an essential service for smooth running of the various services like OT, emergencies etc in hospital. Hence full co- operation , commitment ,dedication and punctuality are expected from the vendors providing the hospital laundry services. Any kind of default/mistakes how trivial it may be will not be tolerated and strict penalty/disciplinary action will be taken against the vendor once such type mistakes/default committed by the vendor are detected by the competent authority of AIIMS ,Bhubaneswar.
- (2) No infrastructure, machineries, vehicles, will be provided by the AIIMS BBSR.
- (3) The interested agencies should have the requisite infrastructures machineries, vehicles, and qualified personnel's in BBSR to provide to provide laundry services in AIIMS BBSR. The laundry complex should be located in Bhubaneswar.
- (4) the agencies /vendors not having requisite infrastructure (laundry complexes) in BBSR, Odisha, trained staff/manpower and not having experience of providing laundry services in reputed govt./private hospital having more than 500 beds in Bhubaneswar may not apply in response to this tender.
- (5) The vendors having infrastructure (laundry) in BBSR and work experience of providing laundry services in hospital in BBSR will be considered for this tender. Work experience in other organization except hospital will not be considered for this tender.
- (6) The physical verification of laundry site is mandatory to technically qualify for the tender. The vendor should make necessary arrangement and should be co-operative for inspection of their laundry premises/site by the competent authority of AIIMS BBSR to verify vendor capacity and standing to carry out the laundry services.
- (7) The Institute (AIIMS, Bhubaneswar) reserves the right to cancel the contract agreement or to withhold the payment (which may be deemed fit according to situation) in the event of non-commencement or unsatisfactory performance of the work contract. In such eventuality the institute further reserves the right to get the work done from open market or through other agencies. In such cases, vendor/agency will be blacklisted for a period of 2 years from participating in such type of tender floated by the institute and their earnest money/security deposit will be forfeited.
- (8) Any person who is in Govt. Service anywhere or an employee of the institute (AIIMS BBSR) should not be made a partner/co-owner of the agency directly or indirectly in any manner whatsoever.
- (9) The contract with the selected bidder shall be made initially for a period of 2(Two) years and extendable on yearly basis based on performance on mutually agreed condition.
- (10) The bidder/agency selected through this tender shall indemnify the institute against all other damages/charges and expenses for which the institute may be held liable to pay on account of the negligence of the bidder or his employees or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
- (11) If any information furnished by the bidder is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the institute.
- (12) The individual signing the quotation form or any document forming part of the contract on behalf of the bidder, shall be responsible to produce a proper power of attorney duly executed in his favour stating that he has authority to bind other such person of the firm as the case may be in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the institute may, without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership firm, all the partners should sign the quotations. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the tender document on behalf of the company or firm.
- (13) The workers/employees whose services are provided by the selected vendor, shall for all times and

for all purposes be the employees of the agency and in no circumstances personnel so appointed and recruited by the bidder will have any claim for appointment, continuous recruitment or regularization etc. against this Institute.

- (14) The bidder shall comply with the labor laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
- (15) In every case in which by virtue of the workman's Compensation Act, the Government of India/institute is obliged to pay compensation to such person employed by the bidder in execution of the work, the Government of India/institute will be entitled to recover from the agency the amount of compensation so paid.
- (16) The firm will verify the antecedents of all employees working, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the agency shall be made available to the Institute Authorities with their bio-data within 15 days from the date of deputing.
- (17) In case the persons to be employed for execution of this contract are contract labours, the agency shall obtain a license under Contract Labour (Regulation & Abolition) Act, 1970 and also submit a copy of such license duly attested in the institute prior to furnishing the tender/contract. No payments would be released till the contract license is submitted to the institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard. The Vendor will have to furnish a certificate that the salary/ wages of all the laundry workers have been distributed in full as per Minimum Wages Act in its monthly bills.
- (18) The bidder, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.
- (19) 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.
- (20) The institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging will be allowed in the premises of the institute at any time.
- (21) The laundry services shall be meant for the whole institute (Main Hospital & Centres including IPD, OPD, different Diagnostic blocks, Emergency services, Maternity services, Minor & Major OT's, Administrative block etc.), or as per the directions of institute authorities from time to time.
- (22) The provision of appropriate manpower, material supplies, required for performing the tasks/processes of the laundry services, shall be the responsibility of the bidder.
- (23) The complete job of collecting of dirty linens from earmarked place/places to supply of cleaned linens to earmarked place/places of the hospitals shall be carried out by the bidder. (i.e. sluicing, washing, hydro-extraction, drying, repairing of the linens, ironing/calendaring, storing and issue or distribution of cleaned linen).
- (24) The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly up to the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
- (25) The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.
- (26) Institute will decide the timing of collection of linen, to be followed by the vendor. The used linens are usually collected in the morning time. They should collect the used linen from various service

area like wards, ICU and OTs etc.. All washed linen should reach the AIIMS hospital on or before 7:00am in the morning. The washed linen belonging to various service areas like OTs and ICU should be segregated and delivered separately.

- (27) Distribution of washed linen to all units should be completed by 9:00 AM, except OTs & ICUs where clean linen should be delivered by 7:30 AM & collection of used linen by 2:00 PM.
- (28) Every worker engaged in Laundry services shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, the name and designation of the worker provided by the contractor at his own cost.
- (29) The contractor shall not engage the laundry staff below the age of 18 years.
- (30) If any complaint of misbehavior and misconduct comes into the knowledge of the institute authorities then all such responsibility shall be of the contractor and any loss owing to such negligence or mishandling by the laundry staff, the bidder shall be responsible to make good the losses so suffered by the institute.
- (31) The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the institute premises and near to it.
- (32) No escalation of rates quoted will be allowed during the period of contract. The agency will honor the Fall Clause in case it provides services at a reduced rate in any other establishment.
- (33) The contractor shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
- (34) The contractor shall, for providing proper and hygienically laundry services, ensure the following: -
 - a. That a daily report of its staff on duty and about their performance is furnished & maintained.
 - b. That its staff do not smoke or chew pan at the place of work.
 - c. That any specific laundry work assigned to it by Director AIIMS BBSR or any officer authorized by him is carried out by him diligently and well in time.
 - d. That before using any equipment/appliances or material and products of laundry, it is having the approval of the AIIMS BBSR as no substandard material being used.
- (35) **Terms of Payment :** The monthly bills will be raised by the vendor, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by AIIMS, Bhubaneswar.
- (36) The Institute will deduct Income Tax at source under section 194-c of the Income Tax Act, 1961 from the contractor as per applicable rates under such rules prescribed every year.
- (37) In case the agency fails to execute the job after signing the agreement/deed or leave the job before completion of the period of contract at their own accord, the Director AIIMS BBSR shall have the right to forfeit the security money deposited by the agency for the execution of the contract.
- (38) The contract can be terminated by the Director, AIIMS, Bhubaneswar at any time without assigning any reason by serving a notice to that effect. The contractor if so desire to terminate the contract, will be required to give four months advance notice.

CONTRACT AGREEMENT

The successful bidder shall have to execute a contract Agreement with the Institute (AIIMS, BBSR) in the prescribed proforma within 15 days of issuance of Letter of Award. In the event of the contract being not executed or rescinded under provision of any of the clause/condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS, Bhubaneswar.

PERFORMANCE SECURITY DEPOSIT:

The successful bidder will be liable to deposit a sum of Rs.2,00,000/- (Rupees Two Lakh only) as Performance Security Deposit in favour of “AIIMS Bhubaneswar” by way of “Irrevocable Performance Bank Guarantee” or FDR (duly endorsed in favour of AIIMS Bhubaneswar) from a nationalized /Commercial Bank. These instruments are subject to verification from issuing bank before its acceptance by the authorities.

The Performance Security should initially be valid for 26 months, which is refundable after 2 months of expiry of the contract period of Two years subject to successful fulfilment of terms and conditions and on receipt of requisite No Dues Certificate from the concerned Departments /authorities.

The Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect.

Penalty clauses

- 1) In case the vendor fails to commence/execute the work as stipulated in the agreement or there is a breach/violation or contravention of any terms and conditions of the contract or the unsatisfactory work and delay in implementation of work within the schedule time, Director AIIMS BBSR reserves the right to impose the penalty as detailed below:
 - a. 2% of cost of order/agreement per week, up to 2 weeks delay.
 - b. After 2 weeks delay, AIIMS, Bhubaneswar reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates and the difference if any will be recovered from the vendor. The defaulting vendor will be blacklisted as per clause stated above. The security deposited by the contractor shall be forfeited.
- 2) In case vendor fails to deliver clean linen on the next day of receipt, bill amount of pending items with relaxation of allowable 5% items will be deducted as penalty.
- 3) For any breach of contract, Director AIIMS BBSR or duly constituted committee by Director AIIMS BBSR shall be entitled to impose a penalty to the extent of Rs. 1000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.
- 4) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the director AIIMS/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
 - a. If the personnel working in laundry service are not found in proper uniform and displaying their photo identity card.
 - b. If the personnel found indulging in smoking/chewing paan/ drinking alcohol/sleeping during duty hours in hospital premises.
 - c. Penalty will also be imposed if the behavior of personnel(s) found is discourteous to anyone in the hospital including staff or patients.
 - d. If any personnel found performing duty by submitting a fake name and address.
 - e. If any personnel found on duty other than those mentioned in the approved list supplied by the agency to the Institute authorities.
 - f. In the case of any loss/theft of Institutes property, tearing of linen, or staining of linen, the committee will consider the circumstances leading to the loss /theft/damage 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.
 - g. If the washing procedure given by the firm is not followed in to.

h. Failing on microbial quality check.

i. Late delivery of linen to any unit beyond stipulated time.

- 5) In case of any loss or theft of linen, it shall be made good by the agency and in event of failure in their part to do so within a period of fifteen days, the loss shall be made good equivalent to purchase cost by encashment of security deposit and if the amount of loss or damage exceeds the amount of security deposit, then the amount will be recovered from the bill in one or more installments.

DISPUTES AND ARBITRATION: -

All disputes or differences arising during the execution of the contract shall be resolved by the mutual discussion, failing which the matter will be referred to an Arbitrator who will be appointed by the Director, AIIMS Bhubaneswar for arbitration for settlement of disputes in accordance with Arbitration & Conciliation Act 1996 or its subsequent amendment, whose decision shall be binding on the contracting parties.

LAW GOVERNING THE CONTRACT AND JURISDICTION.

The contract shall be governed under Indian Contract Act 1872 and instructions thereon from the government of India. The Court of Bhubaneswar shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

POWER TO IGNORE MINOR DEVIATIONS:

AIIMS Bhubaneswar reserves right to ignore any trivial nature of deviation(s) in tender documents as decided by the competent authority while processing the tender. The Institute may also seek any clarification/ documents to substantiate the claim of the bidder at the later stage if felt necessary. However, the bidder can't claim it as a matter of right and will be bound to comply the Terms & Conditions of the tender without citing the ground of trivial deviation/ seeking of the clarification/ documents in support of the cancellation of his/ her bid.

OTHERS:-

(a) After due evaluation of the bid, Institute will award the contract to the responsive Bidder who has quoted the lowest average price for the services to be rendered.

(b) The Bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency/ies without prior written consent of the Director, AIIMS Bhubaneswar. If it is found that the firm has given sub-contract to another Agency, the contract shall stand cancelled & the performance security deposit of such Bidder shall be forfeited by AIIMS Bhubaneswar.

(c) The AIIMS Bhubaneswar shall not be responsible for any financial loss or other damage or injury to any item or person deployed/supplied by the Supplier Agency during the course of their performing the duties to this office in connection with the services rendered in terms of this tender.

Debarment from bidding.

(i) A bidder shall be debarred if he has been convicted of an offence-

(a) under the Prevention of Corruption Act, 1988; or

(b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

(ii) A bidder debarred under sub-section (i) or any successor of the bidder, shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment. Department of Commerce (DGS&D) will maintain such list which will also be displayed on the website of DGS&D as well as Central Public Procurement Portal.

- (iii) A procuring entity may debar a bidder or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding two years, if it determines that the bidder has breached the code of integrity. The Ministry/Department will maintain such list which will also be displayed on their website.
- (iv) The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment.

Code of Integrity:

No official of the bidder shall act in contravention of the codes which includes

- (i) Prohibition of
 - (a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or other wise to influence the procurement process.
 - (b) any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - (c) any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - (d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - (e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - (f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - (g) obstruction of any investigation or auditing of a procurement process.
 - (h) making false declaration or providing false information for participation in a tender process or to secure a contract;
- (ii) Disclosure of conflict of interest.
- (iii) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause with any entity in any country during the last three years or of being debarred by any other procuring entity.

Sr. Procurement-cum Stores Officer
All India Institute of Medical Sciences,
Patrapada, Sijua Bhubaneswar- 751019

TECHNICAL BID
Checklist of Documents to be submitted
Outsourcing of Laundry Services, AIIMS Hospital, Bhubaneswar

Sl. No.	Details of the Firm/Bidder	Document Submitted (Yes/No)	If yes, provide reference page number
1	Name & Address of the Service provider/ Agency with land line phone number, email id, and mobile tele phone.		
2	Specify whether your organisation is a Proprietorship firm / Partnership Firm /Pvt Ltd / Public Ltd company or any other association of persons.		
3	Name and address of Proprietor/Partner/Managing Director/Director with phone number and e-mail id.		
4	Name and address of laundry complex in Bhubaneswar or Periphery(within 30 K.M. radius) with landmark and distance and route from AIIMS BBSR. (To be submitted in letter head). The location and route map should be submitted with the tender document		
5	Whether the firm is registered with any Govt. Agency or Not (If, yes enclose the copy of such registration certificate)		
6	PAN No. (enclose the attested copy)		
7	GST Reg. No (enclose the attested copy)		
8	Please attach copy of last 3 years Return of Income Tax.		
9	Please attach audited Balance Sheet and Profit & Loss Account of the firm[duly certified by Chartered Accountant] for last three (3) years		
10	Details of EMD of Rs.50,000/- submitted		
11	Notarized Affidavit as per Annexure -I on Indian Non Judicial Stamp Paper of Rs.10/-		
12	Performance Certificate as per prescribed proforma in Annexure - II		
13	The list containing the names/ addresses of the personnel appointed by the agency shall be submitted.		
14	The copy Pollution Clearance certificates/authorization from Odisha State Pollution Control Board should be submitted.		
15	Whether the Firm/Agency has signed each and every page of Tender/NIT.		
16	Bank Account Details: Beneficiary Name: Account No. Name of Bank & Branch: IFS Code:		

Signature of the Bidder with seal

Place:
Date:

Name-
Designation-

ANNEXURE – I

Name of the Tender: Outsourcing of Laundry Services, at AIIMS, Bhubaneswar

UNDERTAKING

(To be executed on Rs.10/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/o.....

Resident of

.....
do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of
M/s.
2. No police case and/or case by CBI/FEMA/Income Tax/ Sales Tax authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/ company has never been blacklisted by any Government authority/ organisation.
4. I/We have not quoted the price higher than previously supplied to any Government Institute / Organisation / reputed Private Organisation in recent past.
5. We are in this business for last ____ years and have provided service in govt. hospital/ private hospital with more than 500 beds for a period of at least for 3 years in laundry service for which the quotation / tenders are submitted.
6. We have all logistic facilities are capable of providing laundry services to AIIMS Bhubaneswar as per tender conditions and will execute the agreement in time if selected through this tender.

Signature

(Name)

Seal of the participating Bidder Company

Affirmation/Verification

By Notary Public

Performance Certificate

We have provided Hospital Laundry Services to following clients as stated below:

Sl. No.	Name of the Client (Hospital)	Start Date	Completion Date	Present Status	Value of contract

Note: please attach/enclose supporting documents for the above information.

Signature of the bidder with seal

Place:
Date :
Place_

Name:
Designation:

FINANCIAL BID**Outsourcing of Laundry Services at AIIMS, Bhubaneswar**

Sl. No.	Name of Linens / Clothes	Price (Per Piece)
1	Apron	
2	Baby Frock	
3	Baby sheet	
4	Bed mattress cover	
5	Blanket	
6	Cut Sheet	
7	Cap / Mask	
8	C-Arm Cover	
9	Children Shirt	
10	Children Pant	
11	Draw Sheet	
12	Drape Sheet/Spread Sheet	
13	Door Screen	
14	Eye Sheet	
15	Gynea/Perineal Sheet	
16	Head Wrap	
17	Hand Towel Small/Big	
18	Hamper Cover	
19	Instrument Trolley Cover	
20	Instrument Wrapper	
21	Jacket	
22	Ladies Frock	
23	Leggings bag	
24	Leggings Cloth	
25	Napkin	
26	OT Towel Small/Medium/Large	
27	OT Gown	
28	OT Hole Sheet	
29	O.T. Bag	
30	Pant (Adult)	
31	Petticoat	
32	Pillow Cover	
33	Plain Sheet for Cath Lab (218*120)	
34	Shirt (Adult)	
35	Stitched Bag For Laparoscopy	
36	Spinal sheet	
37	Sponging Cloth	
38	Split Sheet	
39	Triangular Sheet	
40	Trolley mattress cover (Stretcher)	
41	Window Blind	
42	Window Screen	
Average Price (Total Quoted Price / Total Number of items)=		
Applicable GST Rate		

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

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

Authorized signatory of the bidder with seal.