

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



ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR

(An Autonomous Institute of Ministry of Health & Family Welfare, Govt. of India)
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Date :19/09/2017

All India Institute of Medical Sciences, Bhubaneswar is one of the apex healthcare Institutes established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY) . AIIMS, Bhubaneswar is interested to outsource following Services for day-to-day activities by inviting offers / bids.

No	Description	Remarks
1.	NIT No.	01/J-11054(016)/2017/S&P
2.	NIT Issue Date	19/09/2017
3.	Last Date of Submission	10/10/2017 at 15.00hrs.
4.	Tender opening date (Technical bid)	10/10/2017 at 15.30hrs.

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

“Sr. Procurement-cum Stores Officer”

All India Institute of Medical Sciences, 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, Government of India, invites sealed tenders in **two-bid system** for **Outsourcing of Hospital Laundry Services for AIIMS Bhubaneswar**. Interested tenderers 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 and personnels 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, carts /trolleys will be provided by AIIMS Bhubaneswar.

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 envelopes 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 the tender and must reach the office of Sr. Procurement-cum-Stores Officer, AIIMS, Bhubaneswar-751019 **on or before 15.00 P.M. on 10/10/2017.** 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 10/10/2017 at 15.30 hrs.** at the Board 1st Floor, Board Room of Academic Block, AIIMS, Bhubaneswar. In the event of any of the above mentioned date being declared as a holiday / closed day, the tenders will be opened on the next working day at the appointed time. The date of opening of financial bid of technically qualified agencies 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.

The Technical bid should contain the **entire** Tender document in chronological order including Tender Fee and EMD. except “Financial Bid” Format with signature and seal on each page as a token of acceptance of AIIMS, BBSR’s terms & conditions.

The Financial bid should contain prices and Taxes. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

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

- (i) The entire tender document can be downloaded from website www.aiimsbhubaneswar.edu.in.
The bidders should enclose a Demand Draft for **Rs.2,000.00 (Rupees two thousand only)** (non-refundable) in favour of “**AIIMS, Bhubaneswar**”, payable at Bhubaneswar along with their technical bid 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.
- (ii) The bid security (EMD) of Rs.50,000/- (Rupees Fifty Thousand only) also be paid in the form of DD/BG/TDR drawn in favour of “**AIIMS, Bhubaneswar**” payable at Bhubaneswar and will be placed in Technical Bid.
- (iii) The Tender Documents are not transferable.
- (iv) The EMD of unsuccessful Bidder shall be refunded in due course as mentioned under the Terms & Conditions.
- (v) The EMD of the successful bidder shall be returned after the successful completion of contract / order and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD shall be rejected.
- (vi) The firms who are registered with National Small Industries Corporation (NSIC) are exempted from depositing EMD (Copy of registration with the details as per rule must be provided along with)
- (vii) Any future clarification and/or corrigendum(s) shall be communicated through Asst. Store Officer on the AIIMS, Bhubaneswar website: www.aiimsbhubaneswar.edu.in.

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 whose previous contract has been prematurely terminated by any Institute due to poor services will not be eligible for bidding for this tender.

Code of Integrity:

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

- i. Prohibition of 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 to other wise influence the procurement process.
- ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
- iii. Any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
- iv. 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.
- v. 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.
- vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process. obstruction of any investigation or auditing of a procurement process.
- vii. Making false declaration or providing false information for participation in a tender process or to secure a contract
- viii. Disclosure of conflict of interest.
- ix. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause
- x. With any entity in any country during the last three years or of being debarred by any other procuring entity.
- xi. The purchaser will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, Fraudulent, collusive or coercive practices in competing for the contract in question.

1. INTRODUCTION

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, Indoor Services, Operation Theatres and various Diagnostic & Laboratory Services. AIIMS Bhubaneswar is presently having 500 IPD beds which is expected to be increased to 1000 IPD beds in next six months. 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.

2. IMPORTANCE

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

3. 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 will be delivered within 24 hours of receipt for processing. The washed linen should be delivered to AIIMS hospital by 7.00am every day in clean covered bags carried in a clean covered vehicle. The OT AND ICU linens SHOULD be delivered separately to OT and ICU RESPECTIVELY. 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 will be carried out by the vendor under supervision of the competent authority of AIIMS BBSR.

4. WORKLOAD

The institute is presently having 500 IPD beds which is expected to be increased to 1000 IPD beds in next six 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.

5. 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 7.30am every day. The OT and ICU linens should be delivered separately to OT and ICU respectfully. The washed linens should be segregated item wise and color wise at

time of delivery. The vendor is also help in distributing the washed linen in different user areas. Transportation & delivery of washed clothes in a covered trolley to the user area daily. The Hospital Administration have the right

- iv. Vendor will identify torn linen at the time of collection, process & wash them. Only torn linen beyond repair will be replaced by the institute.
- 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/covered trolley for transport & storage of dirty & washed linen will be used. The hampers or carts to transport soiled textiles should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean textiles. The carts/covered trolleys will be arranged by the vendor till the AIIMS BBSR procure them. At present AIIMS BBSR does not have the covered trolleys.
- 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 by the competent authority 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.

6. Manpower

(a) Adequacy & training:

The vendor shall employ adequate number of well trained staff. 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 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, 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.

7. 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.**

8. Cleanliness

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

9. 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.

10. Commitments By The Hospital

(a) 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 representative & this cloth will be sluiced/washed & handed over to AIIMS, Bhubaneswar representative on daily basis. Equal no. of fresh linen pieces will be issued daily to make up for this torn linen. ***No infrastructure, machineries, vehicles, carts /trolleys will be provided by AIIMS BBSR. The interested agencies should have the requisite infrastructures machineries, vehicles, carts and qualified personnel's in BBSR to provide to provide laundry services in AIIMS BBSR.***

11. 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.

12. Supervision & Quality Control

- (a) AIIMS, Bhubaneswar management 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.
- (b) Management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
- (c) AIIMS, Bhubaneswar authorities will have unfettered right to inspect the premise, process of laundry, finished product at any time and the vendor will cooperate with the authorities.
- (d) 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.

13. 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.

S/n	Eligibility Criteria	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 .	10

	Garbage disposal system , Exhaust system, fire fighting system, record keeping system	
	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.

14. 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 personnels /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 tenderer should have been in business in govt. hospital/ /PSU or private hospital with more than 500 (Five Hundred) beds for a period of at least for 3(Three) years in laundry service for which the quotation / tender are submitted. 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 verifications. 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/staffs to carry out the assigned laundry services by 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 the competent authority of AIIMS BBSR to verify vendor capacity and standing to carry out the

laundry services. *The competent authority 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/one of the proprietors being same as of the tendering firm, has not been black listed in the past 3 yrs. by any Government/ private institution.

(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) The firms will be selected on the basis of maximum discount offer (as per Annexure – III) on Financial Bid after technical evaluation.

(viii) Conditional tenders will be summarily rejected.

15. PERFORMANCE GAURANTEE:

The finally selected Bidder(s) will be required to furnish an irrevocable Contract Performance Guarantee (P.G.) of Rs.2,00,000/- (Rupees Two Lakhs Only) the tendered contract agreement within 15 days of issue of letter of intent in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement. The guarantee shall be in the form of Government Securities or fixed deposit receipts or Guarantee bonds of any Scheduled Bank or the State Bank of India. In case a fixed deposit receipt of any bank is furnished by the contractor to the Government as a part of the performance guarantee and the bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor shall forthwith on demand furnish additional security to the AIIMS, Bhubaneswar to make good the deficit. In case of failure by the contractor to furnish the performance guarantee with in the specified period, AIIMS, Bhubaneswar shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money absolutely.

The performance guarantee shall be initially valid upto the stipulated date of completion plus 60 days beyond that. In case the time for completion of work gets enlarged, the contractor shall get the validity of performance guarantee extended to cover such enlarged time for completion of work. The performance guarantee shall be returned to the contractor without any interest after completion of work.

16. CONTRACT AGREEMENT

The successful vendor shall have to execute a contract Agreement with the Institute (AIIMS, BBSR) in the prescribed proforma. In the event of the contract being determined or rescinded under provision of any of the clause/condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Director, AIIMS, and Bhubaneswar.

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 not be tolerated and strict penalty/disciplinary action will be taken against the vendor once such type mistakes /default committed by the vendor detected by the competent authority of AIIMS ,Bhubaneswar.
- (2) No infrastructure, machineries, vehicles, carts /trolleys will be provided by the AIIMS BBSR.
- (3) The interested agencies should have the requisite infrastructures machineries, vehicles, carts 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, Odish, 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 1st party (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 1st party further reserves to get the work done from open market or through other agencies. 2nd party (vendor/agency) will also be black listed in the institute for a period of 2 years from participating in such type of tender and his earnest money/security deposit may also 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 to the contract by the 2nd party directly or indirectly in any manner whatsoever.
- (9) The Tender shall be valid initially for a period of 2(Two) years and extendable on yearly basis based on performance on mutually agreed condition.
- (10) The VENDOR shall indemnify the 1st party (institute) against all other damages/charges and expenses for which the institute may be held liable or pay on account of the negligence of the 2nd party or his servants or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.

- (11) If any information furnished by 2nd party is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Principal Employer.
- (12) The individual signing the quotation form or any document forming part of the contract on behalf of 2nd party, shall be responsible to produce a proper power of attorney duly executive in his favour stating that he has authority to bind other such person of the firm as the case may be in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the institute may, without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership firm, all the partners should sign the quotations. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the agreement on behalf of the company or firm.
- (13) The workers whose services are provided by the 2nd party, shall at least all times and for all purposes be the employees of the 2nd party and on no account personnel so appointed and recruited by the 2nd party will have any claim for appointment, continuous recruitment or regularization etc. against this Institute (1st party).
- (14) The 2nd party 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 2nd party in execution of the work, the Government of India/institute will be entitled to recover from the contractor 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) The contractor shall obtain a license under Contract Labour (R&A) 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.
- (18) The contractor, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.

- (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 borne by the contractor.
- (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 contractor. (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. The should collect the used linen from various service area like wards, ICU and OTs etc. The washed linen should be delivered within 24 hours of collection. The 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) Collection, distribution of clothes should be carried out within the period as specified by institute authorities. Ideally it should be done during 7:00am to 3:00PM.
- (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 negligence or mishandling by the laundry staff, the contractor shall himself be responsible to make good for 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 other 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 also gets business 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 does not smoke 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.
 - e. The Vendor may also furnish that the salary wages shall be distributed in full as per Minimum Wages Act by him to the laundry worker(s) in the presence of a representative of the institute and a certificate to this effect is provided.
- (35) The Institute will deduct Income Tax at source under section 194-c of the Income Tax Act, 1961 from the contractor @ 2% or appropriate amount as applicable of such sum as Income Tax comprised therein.
- (36) 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.
- (37) The contract can be terminated by the first party (Director, AIIMS, Bhubaneswar) at any time without any notice. The second party (the contractor) if so desire to terminate the contract will be required to give four month advance notice.

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 completion 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) 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.

- 3) 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 are not found in proper uniform and displaying their photo identity card.
 - b. If the personnel found indulging in smoking/drinking/sleeping during duty hours 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 personal found performing duty by submitting a fake name and address.
 - e. If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the Institute authorities.
 - f. In the case of any loss/theft of Institutes property, tearing of linen, or 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 installments.
 - g. If the washing procedure given by the firm is not followed in to.
- 4) 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.
- In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Arbitrator as appointed by the Director, AIIMS, Bhubaneswar at Bhubaneswar, Odisha shall have jurisdiction in connection with any dispute/litigation arising out of this contract.

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

Annexure-II

TECHNICAL BID(Part -A)**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 manufacturer and their authorized dealers / Distributors / Agency with phone number, email, name and tele phone.		
2	Specify your firm/company is a Proprietorship firm / Partnership Firm / Pvt Ltd / Public Ltd or any other agency.		
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 & 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 the Govt. Agency or Not (Enclose the copy)		
6	<i>The agencies/vendors/service providers should have the requisite infrastructural facilities and machineries (Laundry complex) in Bhubaneswar Periphery(within 30 K.M. radius),Odisha. They should have vehicles, carts, trained and qualified manpower and personnel's and experience in providing Laundry services in reputed Government/Private Hospitals having more than 500 (Five hundred) beds in Bhubaneswar/Cuttack.</i>		
7	Please attach copy of last 3 years return of Income Tax.		
8	Service Tax No./ GST Reg. No (enclose the attested copy)		
9	Please attach audited balance sheet [<i>duly certified by Chartered Accountant for last three (3) years</i>]		
10	PAN No. (enclose the attested copy)		
11	Please submit details of case with the police / Court of law against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner. Also submit that proprietor/firm has never been black listed by any organization. Furnish detail of arbitration cases if any. The previous contract that has been prematurely terminated by any Institute due to poor services, if any <u>To be submitted through affidavit</u>		
12	The tenderer should have been in business 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. The vendor on a non- judicial stamp paper should give a declaration to the effect. 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. 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 laundry. services. At least one of such hospital should be in Bhubaneswar.		
13	The list containing the names/addresses of the personnel appointed by the agency shall be submitted.		
14	Whether the firm has enclosed the Bank Draft / Pay Order / Banker's cheque of Rs. 50,000/- as Earnest Money Deposit Rs 2,000/- as Tender Fees Please mention the details.		
15	Whether the Firm/Agency has signed each and every page of Tender/NIT.		
16	The supporting documents for eligibility criteria, certificates/authorization from Odisha Pollution Control Board should be submitted.		

Signature of the Tenderer with seal

Name-

Designation-

Date-

Place_

TECHNICAL BID(Part -B)

Sl. No.	Name of the Contract	Name of the Client	Brief Description of the Contract	Date of Start	Date of Completion as per Contract	Date of actual Completion	Value (Rs.)
1							
2							
3							
4							
5							
6							

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

Signature of the Tenderer with seal

Name-

Designation-

Date-

Place_

Annexure III**FINANCIAL BID**

Outsourcing of Laundry Services at AIIMS, Bhubaneswar (To be submitted on-line excel format provided in e-tendering Website)

Sl. No.	Name of Linens / Clothes	Price (Per Piece)
1	Bed Sheet	
2	Pillow Cover	
3	Hand Towel Small Towel	
4	Hand Towel Middle Towel	
5	Hand Towel Large Towel	
6	OT Gown	
7	Ladies patient gown	
8	Ladies Frock	
9	Spread sheet	
10	Instrument wrapper	
11	Draw sheet	
12	Spinal sheet	
13	Hole sheet	
14	Trolley mattress cover	
15	Baby Frock	
16	Bed mattress cover	
17	Leggings bag	
18	Head wrapper	
19	Shirt	
20	Pant	
21	Petticoat	
22	Wrapper	
23	Draw Sheet	
24	Blanket	
25	OT/Big Towel	
26	Sleent Cloth	
27	Leggings Cloth	
28	Baby sheet	
29	Sponging Cloth	
30	Door Screen	
31	Window Screen	
32	Window Blind	
33	Jacket	
34	Apron	
35	Cut Sheet	
36	Cap / Mask	
37	Napkin	
38	Hamper Cover	
39	Trolly Cover	
40	O.T. Bag	
41	Triangular Sheet	
42	Shoe Cover (One Pair)	
Average Price (Total Quoted Price / Total Number of items)=		

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

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

Authorized signatory of the bidder with seal.