

**TENDER
FOR
OUTSOURCING
OF
LAUNDRY SERVICES**

**FOR
SPORTS INJURY CENTRE
AT SAFDARJANG HOSPITAL
NEW DELHI**

Volume I
Technical Bid

MARCH 2010

Consultants:



HSCC (India) Limited
(A Govt. of India Enterprise)

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IFB Ref.: SIC-SJH/PG-III/01/2010/LAUNDRY dt. < >

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GOVERNMENT OF INDIA
SPORTS INJURY CENTRE
(Ministry of Health & Family Welfare)

SAFDARJANG HOSPITAL, NEW DELHI-110029

IFB. No. SIC-SJH/PG-II/03/2010/LAUNDRY

Dated: 29-03-2010

NOTICE INVITING BIDS

Director, Sports Injury Centre, Safdarjang Hospital, Ministry of Health & Family Welfare, Govt. of India for and behalf of the President of Union of India, invites "sealed tenders" (in two bid system) for **Out Sourcing of LAUNDRY Services** at the upcoming Sports Injury Centre, Safdarjang Hospital, New Delhi. Eligible firms/parties/institutions are requested to submit their offers in sealed envelopes on terms and conditions given in the prescribed Tender Document:-

Sl. No.	Name of the service to be out sourced	Earnest Money Deposit (in Indian Rupees)	Last date of Submission of Bids
1.	LAUNDRY Services	1.00 lakh	19.04.2010

A copy of the tender document is available on HSCC website <http://www.hsccltd.com/>

A pre-bid meeting will be held on **07.04.2010** in the office of the Medical Superintendent, Safdarjung Hospital at **1500 hrs.**

The last date of submission of bids is up to **1500 hrs** on **19.4.2010**. The bids shall be opened on the same day at **1530 hrs** in presence of bidders or their representatives who choose to be present.

The detailed advertisement & all subsequent updates, Amendments, Corrigendum's etc related to this tender will only appear on HSCC's web site <http://www.hsccltd.com>

Director, Sports Injury Centre,
Safdarjung Hospital,
New Delhi

SPORTS INJURY CENTRE AT SAFDARJANG HOSPITAL, NEW DELHI

No. SIC-SJH/PG-III/01/2010/LAUNDRY

Date : MARCH 29. 2010

INVITATION FOR BIDS (IFB) - DETAILED

Director, Sports Injury Centre, Safdarjang Hospital, Ministry of Health & Family Welfare, Govt. of India for and behalf of the President of Union of India, invites "sealed tenders" (in two bid system) for **Outsourcing of Laundry Services** at the upcoming Sports Injury Centre, Safdarjang Hospital, New Delhi on **INSTALL, OWN, MAINTAIN, OPERATE AND TRANSFER laundry at SPORTS INJURY CENTRE NEW DELHI**. Eligible firms/parties/institutions are requested to submit their offers in sealed envelopes on terms and conditions given in the prescribed Tender Document.

Sl. No	Name of the service to be out sourced	Earnest Money Deposit (in Indian Rupees)	Last date of Submission of Bids
1.	Laundry Services	1 LAC	19.04.2010

Conditional Tenders shall not be considered and shall be rejected. The committee nominated by the Sports Injury Centre, Safdarjang Hospital, New Delhi / HSCC would have the right to accept or reject any tender fully or any part of it, without assigning any reason. No correspondence in this regard will be entertained. The bidder must offer Laundry Services to cater to all the laundry services mentioned in the tender document. Tenders from firms which do not offer to provide all the Laundry Services mentioned in the tender document are liable to be rejected.

A complete set of Bidding Documents in English will have to purchased from 29.3.2010 to 16.4.2010 by any of the interested bidders from 1000 hrs to 1630 hrs on all working days on the submission of a written request to the General Manager (PG-III), HSCC (I) Ltd, Plot 6-(A), Block E, Sector 1, Noida and upon payment of a non refundable fee of Rs.1000/- (Rs. One Thousand Only) in form of cash or demand draft from any nationalized/scheduled bank drawn in favour of HSCC (I) Ltd., payable at New Delhi/Noida. Bidding Documents requested by mail shall be promptly dispatched by courier/speed post on payment of an extra amount of Rs.250/-. HSCC will not be responsible for postal delay, if any, in the delivery of the document or non-receipt of the same.

The Bidding Documents are non-transferable.

The last date of submission of bids is up to 1500 hrs on 19.04.2010. The bids shall be opened on the same day at 1530 hrs in presence of bidders or their representatives who choose to be present.

In the event of any of the above mentioned dates being declared as a holiday/closed day in the purchaser's organization, the Bids will be sold/received/opened on the next working day at the appointed time.

The detailed advertisement & all subsequent updates, Amendments, Corrigendum's etc related to this tender will only appear on HSCC's web site <http://www.hsccltd.com>.

Service Provider:-

Tenders are invited from the prospective bidders who are already engaged in the field of Laundry Services and having a good reputation and have delivered satisfactory performance for at least Three (3) successive years of running their own set up. The **space as indicated in the floor plan attached to this bid document** for a in-house laundry and store along with single point water & electricity connection, outlet connection for water, steam condensate and duct for flue gases for Boiler shall be provided by the Hospital to the Successful Bidder. The service provider is required to supply the required linen for the hospital and set up laundry at Sports injury centre to provide the complete laundry services required by Sports Injury Centre. The laundry SET UP must meet the washing/ waste disposal norms applicable to laundry for hospital purpose.

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 services to patients round the clock, round the year to Sports Injury Centre, Safdarjung Hospital, which is a 50 bedded hospital with Outdoor Patient Services & Indoor Admissions, 3 Major Operation Theatres & 1 Minor Operation Theatre, Physiotherapy, Intensive Care Unit etc

The service provider should be able to provide

1. Services required:

- a. The service provider shall be required to arrange for supply & store inventory of in the ratio of 1:4 (DAILY requirement : inventory at store) of the hospital linen which comprises of big/small linen items both white & coloured, blankets, plastic curtains/ tapestry, surgeon gowns etc for the daily use by the hospital.
- b. Launder/dry-clean the hospital linen,. The laundry is to be operated on all days in one or more shifts depending on workload. The washed linen will be delivered within 24 hours of receipt for processing.
- c. To deliver and maintain inventory of required linen for the hospital on day to day basis in usable condition at designated locations with in the sports Injury centre
- d. To coordinate with hospital designated authority in arranging ready to use linen on day to day basis for patient and hospital needs.

2. In-house facilities:

- a. The Licensee would arrange for setting up a comprehensive Laundry facility within the space allocated in Sports Injury Centre at Safdarjung Hospital . The laundry must meet requirements of laundry suitable for washing hospital linen so as to avoid any spread of unforeseen contamination.
- b. The services required under this contract are to be performed in the Laundry of the Licensees so set up at sports injury centre.

3. Timings

- a. The In-house laundry & store at Safdarjung hospital shall be functional during shift A & B , round the year, ie 7x365 to meet the linen requirement of the Sports Injury Centre.
- b. Ready to use linen by the sports injury centre shall have be kept in ready stock at the sports injury centre and used linen collected for laundry services shall be made available at sports Injury centre in ready to use condition within 24 hrs of its collection from the sports injury centre.

The schedule for sale, receipt and opening of Tenders shall be as per following time schedule.

TIME SCHEDULE

Activity	Date	Time	Venue
Sale of tender document	28.3.2010 to 16.04.2010	1000hrs to 1630hrs	HSCC (I) Ltd, Plot no. 6 A, Block – E, Sector – 1 NOIDA (U.P.)
Last date of receiving tenders	19.04.2010	Up to 1500 hrs	
Opening of Techno-commercial bid	19.04.2010	At 1530 hrs	
Pre-bid conference	7.4.2010	At 1500 hrs	OFFICE OF THE MS SAFDARJUNG HOSPITAL NEW DELHI

Tender Documents can also be viewed at web Site : www.hsccltd.co.in

Only those representatives of Bidder who possess necessary documents of credibility (**Private Party:** List with address of Partners / Directors of Firm; Resolution of board / consent of partners to **bid** in this project; details of existing businesses over firm's letter head; PAN card copy duly notarized / last year's I.T. return's copy etc.) would be allowed to attend the pre-bid conference.

4 **Minimum Qualification Requirements**

The bidders meeting the following minimum criteria shall be eligible for submit the bids.–

- 1) Bidder should have experience of successfully providing the laundry services to Hospitals / Nursing Homes or running its own commercial laundry services for at least Five years as on date of invitation of bids.
- 2) The bidder must have attained a minimum average annual turnover of Rs. 50 lakhs in last three successive years. Bidders must submit the audited balance sheet of last three successive years in support
- 3) Bidder must not have suffered loss during the financial years 2009-08, 2007-08 and 2006-07.
- 4) The bidder must have his base laundry capable for taking up the work load of the proposed out sourced work located within the **15 Km** radius from the Safdarjang Hospital, New Delhi in case of emergency.
- 5) At least 50 laundry workers on its pay roll.
- 6) List of Machines as at Annexure- III.

SPORTS INJURY CENTRE AT SAFDARJANG

HOSPITAL, NEW DELHI

INSTRUCTIONS TO BIDDERS

A. General

1.0 Description of Works

Out sourcing of laundry services of SPORTS INJURY CENTRE at Safdarjung Hospital Complex, New Delhi.

The Scope of work for providing Laundry services to Sports Injury Centre shall comprise of Installation, own, maintain, operate and transfer the Laundry for the out sourced services at sports Injury centre. The scope of work includes maintenance of so installed equipments, its operation with requisite skilled and unskilled manpower, consumables and transport etc. for a period of 5 years. The scope of work also includes, providing and maintaining inventory at stores, the required linen to the hospital in ready to use condition obtaining necessary approvals required from local authorities, electrical inspector, pollution, and all others local Statutory requirements if any, from the concerned authorities.

1.1 The Employer

Ministry of Health & Family welfare New Delhi acting through Director Sports Injury Centre, At Safdarjung Hospital New Delhi shall be the principal Employer / employer /owner / Hospital. All documents relating to Labour License, submission of drawings to statutory authority for obtaining necessary clearance etc is to be signed /endorsed by authorized Representative of principle employer/ employer / owner.

1.2 Service provider; The bidder submitting the bids in line with the bid documents for the proposed out sourcing of laundry services for sports Injury centre as indicated in the INVITATION FOR BIDS (IFB) - DETAILED

1.3 In these documents wherever the word Tender/ Tenderer/ Tendering has been used. The same may be considered synonymous with Bid/ Bidder/ Bidding.

1.4 Time for Completion

The successful Bidder shall have provided desired services for a period of 60 months from the date of written order to commence the services.

2.0 Information to be submitted

2.1 Bids submitted shall include the following information:

- (a) Copies of original documents defining the constitution, legal status, place of registration and principal place of business of the company or firm.
- (b) A work plan clearly bringing out how the Bidder proposes to carry out the services, to achieve the quality and the time schedule along with List of equipment with details like model / capacity / number etc proposed to be installed at Sports injury Centre. The bidders are also required to submit the electrical load sheet for the proposed equipments and the likely water requirement for the proposed services.
- (c) The samples in two sets of (two each) items indicated for the quantum of hospital linen to be procured and inventory maintained any time during the contract period as per annexure V.
- (d) Details of work experience of running own laundry and laundry services for Hospitals/ Nursing homes.

3.0 Cost of Bidding

3.1 The Bidder shall bear all costs associated with the preparation and submission of his Bids and "The Employer" will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

4.0 Site Visit

4.1 The Bidder is advised to acquaint himself with the job involved, visit the under construction Site & examine other prevailing conditions (No report will be provided by HOSPITAL), climatic conditions, labour, power, water, material availability, transport and communication facilities, environmental regulations, laws and bye-laws of local Statutory bodies, Govt of Delhi & the Govt. of India and collect all information that will be necessary for preparing the Bid and entering into a Contract.

The cost of visiting the Site and collecting information for the purpose of submission of the Bid shall be to the Bidder's account.

4.2 The Bidder and any of his authorized personnel or agents will be granted permission by the Employer to enter upon the Site for the purpose of such inspection, but only upon the express condition that the Bidder, his personnel or agents will release and indemnify the Employer and Employer's Personnel and agents from and against all liability in respect thereof and will be responsible for personnel injury (Whether fatal or otherwise), loss of or damage to property and any other loss, damage, costs and expense however caused, which, but for the exercise of such permission would not have arisen

B. Bid Documents

5.0 Content of Bid Documents

5.1 The Bid Documents comprise the following:

Volume I =Comprising of

- a. Invitation for bids (IFB) for out sourcing of Laundry services.
- b. Invitation for bids (IFB) Detailed .
- c. Instruction to Bidders
- d. Terms and Conditions of Contract
- e. Annexure I to VI

Volume II = Financial Bid / Bill of quantities. :

5.2 The Bidder is expected to examine carefully all instructions, conditions, forms, terms, specifications and drawings in the Bid documents. Failure to comply with the requirements of the Bid Documents will be at the Bidder's own risk.

Bids, which are not substantially responsive to the requirements of the Bid documents, will be rejected. **Bidders are requested to clear their queries before submission of bids and submit bids without conditions.**

6.0 Clarification on Bid Documents

6.1 A interested Bidder requiring any clarifications on the Bid documents may notify the HOSPITAL in writing or by telex or cable at the HOSPITAL's mailing address indicated in the Bid documents. A meeting of the prospective Bidders shall be held at which the HOSPITAL will respond to any request for clarification which he receives within **14 (fourteen) days** of the first date of the issue of the Tenders. Written copies of the HOSPITAL's response (including an explanation of the query but without identifying the source of the inquiry) will be sent to all prospective Bidders who have received the Bid documents.

7.0 Amendment of Bid Documents

7.1 At any time prior to the dead line for submission of Bids, the HOSPITAL may for any reason, whether at his own initiative or in response to a clarification requested by the prospective Bidder, modify the Bid documents by amendment.

7.2 The amendment will be sent to all prospective Bidders who have received the Bid documents, to arrive not later than 3 days prior to the original or extended deadline for submission of Bids, in writing or by telex or cable and will be binding upon them. Prospective Bidders should promptly acknowledge receipt thereof by telex or cable to the HOSPITAL.

7.3 In order to afford prospective Bidders reasonable time in which to take an amendment into account in preparing their Bids, the HOSPITAL may, at his discretion, extend the deadline for the submission of Bids.

C. Preparation of Bids

8.0 Language of Bid

8.1 The Bid prepared by the Bidders and all correspondence and documents relating to the Bid exchanged by the Bidder and the HOSPITAL shall be written in the English Language.

9.0 Documents comprising the Bid

9.1 The Bid to be prepared by the Bidder shall comprise of the following: the Bid and Appendix thereto, the Bid Security, the Bill of Quantities; the Schedules of Supplementary information, and any other materials required to be completed and submitted in accordance with the instructions to Bidders embodied in these Bid documents. The Forms, Bill of Quantities and Schedules provided in these Bid documents shall be used without exception.

9.2 All documents issued for the purpose of Bidding as described in Clause 5.1 and amendments issued in accordance with Clause 7, shall be deemed incorporated in the Bid. Bid Documents prepared and submitted in accordance with Clause 14 and 15 shall be returned by Bidders to the Employer along with the submission of the Bid.

10.0 Bid Prices

10.1 The Bidder shall fill the rates against each item of Bill Of Quantities both in words and figures in the blank spaces provided in the respective columns. Item for which no rate or price is entered by the bidder will not be paid for by the employer/HOSPITAL and its price shall be deemed to be included and covered in the others rates and prices in the bill of quantities. The quantity of execution of such item shall be as per requirement and as such there will be no limit. Correction, if any, shall be made by crossing out, initialling, dating, stamping and rewriting. Wherever in any head if the same items are appearing and contractor has quoted different rates, contractor shall be paid the lowest quoted rate for such items.

10.2 All duties, taxes including works contract tax and other levies payable by the Contractor under the Contract including Contractors profit and over heads etc. or for any other cost shall be included in the rates and prices and the total amount of Bid submitted by the Bidder. The evaluation and comparison of Bids by the HOSPITAL shall be made accordingly.

10.3 The rates and prices quoted by the Bidder shall be fixed for all the items complete in all respect for the duration of the Contract and not subject to adjustment on any account except as otherwise provided in the conditions of Contract.

10.4 The Bidder shall fill his most competitive rates in the first instance as no negotiations shall be made after opening of the Tenders, except if required with the lowest Bidder.

11.0 Bid Validity

11.1 The Bid shall remain valid and open for acceptance for a period of **120 days** from the last date fixed for receiving the same.

11.2 In exceptional circumstances prior to expiry of the original Bid validity period, the HOSPITAL may request the Bidder for a specified extension in the period of validity. The request and the responses thereto shall be made in writing or by cable or telex. A Bidder may refuse the request without forfeiting his Bid Security. A Bidder agreeing to the request will neither be required nor permitted to modify his Bid, but will be required to extend the validity of his Bid Security correspondingly.

12.0 Bid Security

12.1 The Bidder shall furnish, as part of his Bid, a Bid Security of the amount of **Rs. ONE LAC (As per IFB) having validity period of 150 days from the last date fixed for receiving of bid.** No deviation shall be permitted from this.

12.2 The Bid Security shall be in the form of a Demand Draft/Pay Order/FDR/ Bank Guarantee in favour of the Employer from any Nationalised/Scheduled bank **valid for 30 days (thirty days) after bid validity i.e. minimum 150 days from the date of submission.**

12.3 Any Bid not accompanied by an acceptable Bid Security will be straightaway rejected.

12.4 The Bid Securities of unsuccessful Bidders will be returned as promptly as possible but not later than 30 days after the expiration of the period of Bid validity prescribed by the Employer.

12.5 The Bid Security of the successful Bidder will be returned upon the Bidder executing the Contract and furnishing the required Performance Security.

12.6 The Bid Security may be forfeited

a) If a Bidder withdraws his Bid during the period of Bid validity.

b) In the case of successful Bidder, if he does not :

i) enter into the Contract, or

ii) furnish the necessary Performance Security

iii) agree to arithmetic corrections made as per terms of Bid documents.

- iv) Submitted any misleading information during prequalification and or tendering process.

13.0 No interest will be payable by the HOSPITAL on the Bid Security amount mentioned above.

14.0 Format and Signing of Bid

14.1 The Tender shall be filled & signed only by the firm/ corporation/joint venture in whose name the Tenders have been issued. The Bid shall be typed or written in indelible ink and duly signed by a person or persons duly authorised to being the Bidder to the Contract. Proof of authorization shall be furnished in the form of written Power of Attorney, which shall accompany the Bid.

14.2 All pages of Bid shall be initialled and stamped by the person signing the Bid where entries or amendments have been made.

14.3 The complete Bid shall be without alterations interlining and erasures except those to accord with instruction issued by the HOSPITAL or as necessary to correct errors made by the Bidder in which case such correction shall be initialled by person signing the Bid.

D. Submission of Bid

15.0 Sealing, Marking & Submission

15.1 The Bid shall be submitted in accordance with the procedure detailed herein. Specified documents shall be enclosed in envelope of appropriate size each of which shall be sealed.

- (i) Envelope No. 1: Shall contain Bid Securities as indicated in Clause 12 of these Instructions to Bidders.
- (ii) Envelope No. 2: Shall contain covering letter and the other Bid documents duly signed including the following:
 - (a) Power of attorney of person authorised to sign the Bid.
 - (b) Original Bid documents (all pages) & drawing Volume I duly signed and stamped.
 - (c) Documents regarding constitution of Bidder as indicated in Clause 2.1 of these Instructions to Bidders.
 - (d) Certificate of Registration.
 - (e) All the information as stipulated in clause 2.0 under information to be submitted

- (ii) Envelope No. 3 : Shall contain only the Bill of Quantities and rates/prices (Volume II duly filled in and signed and stamped without any conditions whatsoever. Bids containing any conditions in Envelope No. 3 are liable to be summarily rejected.

The Contractor must fill up price against each item of BOQ (Volume II) both in words and figures in the blank spaces provided in the respective columns. The rates written in words shall prevail in case of any variation between the rates mentioned in figure and words.

Please note that the price should not be indicated in any of the documents enclosed in Envelope no. 1 & 2. Non-compliance shall entail rejection of the Bid.

15.2 The Bidder shall seal the Bid.

15.3 All the above three envelopes shall be sealed in a fourth envelope and Addressed to the Employer as detailed in the Appendix to tender.

15.4 All the above envelope shall bear the following identification:

Name of work: Out Sourcing of laundry services for Sports Injury centre **at Safdarjung Hospital Complex, New Delhi. for five years.**

Tender number, Due date and Time.

15.5 All the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened, if required.

15.6 All recipients for the purpose of submitting a Bid shall treat the contents of the documents as private and confidential.

16.0 Deadline for Submission of Bids

16.1 Bids will be received by the Program Execution Consultant at HSCC Corporate Office, Plot E-6(A), Sector 1, Noida - 201301, not later than **15:00 hours of the designated date.**

16.2 The HOSPITAL may, at his discretion, extend the deadline for submission of Bids through the issuance of an amendment in accordance with Clause 7 in which case all rights and obligations of the Employer and the Bidders previously subject to the deadlines shall thereafter be subject to the new deadline as extended.

17.0 Late Bids

17.1 Any Bid received by the Employer/HOSPITAL after the prescribed deadline for submission will liable to be rejected and will be returned unopened to the Bidder.

18.0 Modification and Withdrawal of Bid

- 18.1 The Bidder may modify or withdraw his Bid after Bid submission, provided that modification or notice of withdrawal is received in writing by the HOSPITAL prior to the prescribed deadline for submission of Bids.
- 18.2 The Bidder's modification or notice of withdrawal shall be prepared, sealed, marked and despatched in accordance with the provisions for the submission of Bids. Notice of withdrawal may also be sent by telex or cable but shall be followed by a signed confirmation copy, postmarked not later than the deadline for submission of Bids.
- 18.3 No Bid may be modified subsequent to the dead line for submission of Bids.
- 18.4 No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of validity of the Bid specified. Withdrawal of a Bid during this interval may result in the forfeiture of the Bid Security.
- 18.5 Subsequent to the expiration of the period of validity of Bids prescribed in the Bid documents, a successful Bidder who has not been notified by the HOSPITAL of the Award of the Contract may withdraw his Bid without penalty.

E. Bid Opening and Evaluation

19.0 Bid Opening

- 19.1 Bids shall then be opened in the office of HSCC (I) Ltd., at Plot - 6 (A), Block - E, Sector - I, Noida, Uttar Pradesh - 201 301, half an hour after the prescribed time for Bid submission in presence of the Bidders' representatives who may wish to be present.
- Envelope No. 1 : Shall be opened first. If the Bid Security is not found as prescribed, the Bid shall be summarily rejected.
- Envelope No. 2 : Shall be opened next. The technical bids shall be examined for its responsiveness. Bids of parties who do not accept the conditions laid above in the Bid documents are also liable to be rejected.
- 19.2. The Programme Execution Consultant(ie HSCC) / Hospital will examine the Bids to determine whether they are complete, whether the requisite bid securities have been furnished, whether the Bids have been properly signed and stamped and whether the Bids are generally in order.
- 19.3 Telegraphic/ Fax offer will be treated as defective, invalid and rejected. Only detailed complete Bids received prior to the closing time and date of the Bids will be taken as valid.
- 19.4 The Bidder's names, general technical details, the presence of the requisite Bid Security and such other details as the HOSPITAL, at his discretion may consider appropriate will be announced at the Bid opening.

Envelope No. 3 : Shall contain the sealed price Bid. Whose bid is found to be generally in order and substantially responsive shall be opened either at the Bid opening or at a subsequent date to be intimated in advance to such eligible Bidders.

19.5 Only summary of prices quoted by the Bidders will be read out.

19.6 The Bid of any Bidder who has not complied with any of the instructions contained herein may not be considered.

20.0 **Process to be Confidential**

20.1 After the public opening of Bids, information relating to the examination, clarification, evaluation and comparisons of Bids and recommendations concerning the Award of Contract shall not be disclosed to Bidders or other persons not officially concerned with such process.

20.2 Any effort by the Bidder to influence the Employer/ HOSPITAL in the process of examination, clarification, evaluation and comparison of Bids and decision concerning Award of Contract may result in the rejection of the Bidder's Bid.

21.0 **Clarification of Bids**

21.1 To assist in the examination, evaluation and comparison of Bids, the HOSPITAL may ask Bidders individually for clarification of their Bids, including breakdowns of unit prices. The request for clarification and the response shall be in writing or cable or telex, but no change in the price or substance of the Bid shall be sought, offered or permitted except as required to confirm the correction or arithmetical errors discovered by the HOSPITAL during the evaluation of the Bids in accordance with Clause 24 hereof.

22.0 **Determination of Eligibility & Responsiveness**

22.1 The HOSPITAL will determine whether the Bid is substantially responsive to the requirements of the Bid documents.

For the purpose of this Clause, a substantially responsive Bid is one which conforms to all the terms, conditions and specifications of the Bid documents without any deviation or reservation.

22.2 The following are some of the important aspects, for which a tender shall be declared non-responsive and will be summarily rejected.

- (i) Tender form not enclosed (Annexure – I)
- (ii) Tender not signed and stamped.
- (iii) Tender validity is shorter than the required period
- (iv) Required EMD (Amount, validity, etc)
- (v) Tenderer has not agreed to other essential terms & condition (s) of Tender Document.
- (vi) Proof of experience and / or ownership of laundry during past 5(Five) years

- (vii) Tenderers who stand deregistered / banned / blacklisted by any Govt. Authorities.
- (viii) Tenderer is not eligible as per clause 24.

22.3 A Bid, which in relation to the cost estimates of the HOSPITAL is unrealistically priced and which cannot be substantiated satisfactorily by the Bidder may be rejected as non responsive.

23.0 Correction of Errors

23.1 Bids, determined to be substantially responsive will be checked by the HOSPITAL for any arithmetical errors in computation and summation. Errors will be dealt by the HOSPITAL as follows :

- a) Where there is discrepancy between rates indicated in figures and in words, rates in words will govern.
- b) Incorrectly added totals will be corrected.
- c) In case of any clerical error between rates indicated in figures and words, the rate in words shall prevail. In case there is any inconsistency between the rate and the value extended (after multiplication with the tender quantity), the rate quoted shall prevail.

23.2

If a Bidder does not accept the correction of errors as Outlined above, his Bid will be rejected.

24.0 Evaluation and Comparison of Bids

24.1 Only such of the Bids as have been determined to be substantially responsive to the requirements of the Bid documents, in accordance with Clause 22 will be evaluated. Other non-responsive Bids will be rejected.

24.2 Evaluation of the Bids will take into account, in addition to the Bid amounts, the following factors:

- a) Arithmetical errors corrected in accordance with Clause 23.
- b) Such other factors as the HOSPITAL considers may have a potentially significant impact on Contract execution price and payments.
- c) The price quoted in Bill of quantities shall be taken into account for evaluation of bids. For evaluation purpose The price quoted for item no 1 & 2 for assessed quantum of work load expected per month indicated in the BOQ. However the payment shall be made on the basis of actual quantity of linen washed and certified by designated authority of the hospital taken for washing/ dry cleaning purpose.
- d) Rates quoted against each/ any item of work shall be fixed for the period of contract except otherwise specifically provided in the bid documents.

24.3 Offers, deviations and other factors, which are in excess of the requirements of the Bid documents or otherwise result in the accrual of unsolicited benefits to the Employer, shall not be taken into account in Bid evaluation.

24.4 Price adjustment provisions applying to the period of execution of the Contract shall not be taken into account in Bid evaluation except to the extent specifically stated in the Contract.

F. Award of Contract

25.0 Award Criteria

25.1 Subject to Clause 26, HOSPITAL will Award the Contract after prior approval by the Employer to the Bidder whose Bid has been determined to be eligible and to be substantially responsive to the Bid documents and who has offered the lowest evaluated Bid of the Bill of Quantities, provided further that the Bidder has the capability and resources effectively to carry out the Out sourced Works. **The contract for Installation Own, Maintain and Operation of out sourced services shall be awarded for a period of 60 months. However employer reserves the right to cancel contract during any / balance period of contract as provided in the contract.**

26.0 HOSPITAL's Right to accept any Bid, to reject any or all Bids

26.1 Notwithstanding Clause 25, the Employer/HOSPITAL reserves the right to accept or reject any Bid including the lowest and to annul the Bidding process and reject all Bids, at any time prior to Award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for the Employer's/HOSPITAL's action.

27.0 Notification of Award

27.1 Prior to the expiration of the prescribed period of Bid validity the HOSPITAL will notify the successful Bidder by cable or telex or letter confirmed in writing by registered letter that his Bid has been accepted.

27.2 The notification of Award will constitute the formation of the Contract.

27.3 Upon the furnishing by the successful Bidder of a Performance Security in accordance with the provisions of Clause 29, the HOSPITAL will promptly notify the unsuccessful Bidders that their Bids have been unsuccessful.

28.0 Signing of Agreement

Upon the receipt of the notification of Award by the successful Bidder, the successful Bidder shall fill the Agreement in accordance with form of Agreement

included in the Bid documents and submit the same to the HOSPITAL within two weeks of the date of receipt of notification of Award. The HOSPITAL shall return the draft duly approved within one day from the date of receipt of the draft and the successful Bidder shall get the same engrossed, have the correct amount to stamp duly adjudicated by Superintendent of Stamps and thereafter return the same duly signed and executed on behalf of the successful Bidder, all at his own cost within 3 days from the receipt of the approved draft.

29.0 Performance Security

29.1 Within 15 days of receipt of the notification of Award from the HOSPITAL, the successful Bidder shall furnish to the HOSPITAL a Security in the form of a Bank Guarantee from Nationalised/Scheduled bank for an amount of 5 (five) percent of the Contract sum.. The validity of the Performance Security shall be upto the last date of the contract plus 90 days.

29.2 Failure of the successful Bidder to lodge the required Bank Guarantee shall constitute sufficient grounds for the annulment of the Award and forfeiture of the Bid Security, in which event the HOSPITAL may make the Award to the next lowest evaluated Bidder or, if there are no other Bidders, call for new Bids.

30. Payment terms

30.1 The successful bidder shall be paid for actual out sourced services on monthly basis as per relevant item of work enumerated in the bill of quantity on production of

- a. Copy of log book maintained for services rendered on daily basis, duly certified by designated hospital authority.
- b. Copy of all relevant document required for satisfactory performance of the contract like challans of PF / ESI / wages paid to workers, and consumables.
- c. Bills for the period of claim in triplicate duly verified by designated hospital authority.
- d. For the purpose of arriving at quantum of work done on Kg. basis, the dry Unit weight of fresh linen jointly recorded and weight calculated based on services rendered on daily basis indicated 'a' above, shall be considered for payment under item No.2.

Terms & conditions for Outsourcing of Laundry services

TERMS & CONDITIONS

For Outsourcing of Laundry Services including installation and operation of the Laundry equipment, and providing required hospital linen on daily basis.

1.1 GENERAL CONDITIONS:

- 1.1.1 The Out sourcing concept for installation and operation of **Laundry Equipments** and services would work as indigenous model, functioning as an intermediary service provider for Sports Injury Centre, Safdarjang Hospital, New Delhi and the patients under License agreement between employer and licensee.
- 1.1.2 The main objective of out sourcing of laundry services is to provide better patient care through properly planned and cleaned linen supplies **Safdarjang Hospital, New Delhi**. hereafter called "**Hospital/Employer**"
- 1.1.3 The Bidder/Private party in this project shall act as 'Second Party' indicated as Licensee here under.

The technical features and specifications of **Laundry Equipments**, proposed to be used for this out sourced services, shall be of modern and updated technology. The bidders are required to indicate make and model of the proposed equipments.

- 1.1.4 Licensee shall install brand new **Laundry Equipments** with all accessories within 2 (two) months of award of work..

For delayed installation a penalty of Rs.10,000/- per week shall be levied. If the delay is for more than one month, the order would stand automatically cancelled and Earnest Money (security deposit) shall stand forfeited.

- 1.1.5 The license agreement shall be valid initially for a period of **Five** years from the date of commissioning of Laundry services, and it could be terminated at any time by giving written notice 60 days in advance., after providing an opportunity of hearing, in case there occurs violation of terms and conditions of the contract by the licensee. However during the notice period the required services shall continued to be provided by the bidder from his / their base laundry or as decided by Director Sports Injury centre. The final decision on this regard from the Director Sports Injury Centre shall be binding upon all concerned.
- 1.1.6 Periodical inspection for performance and observance of terms & conditions including quality of services provided shall be carried out every year or as decided by a committee appointed by the Employer/Sports Injury Centre, Safdarjang Hospital, New Delhi.

- 1.1.7 The licensee shall obtain and arrange a 3rd party insurance policy to cover all the incidents from / to workmen involved in the out sourcing of services, against any mishap. Conforming to the services under the provision of the 'Consumer Protection Act' shall be the sole and absolute responsibility of the licensee and the Sports Injury Centre, Safdarjang Hospital, New Delhi will share no liability in this regard. Privacy and other ethical values of investigated patients will have to be maintained in individual case. The insurance policy shall be in the joint name of Employer and the Licensee.
- 1.1.8 The licensee shall abide by all the guidelines issued by the Government of India and the Sports Injury Centre, Safdarjang Hospital, New Delhi from time to time during the lease period.
- 1.1.9 The licensee shall not sell or transfer any proprietary right or entrust any other third party to run the Laundry services.
- 1.1.10 The licensee shall observe the guidelines issued by health authorities for the control on spread of contamination through hospital linen.

1.2 INFRASTRUCTURE & MANAGEMENT

- 1.2.1 The installation & commissioning will include standard architectural programming and selection of interior materials having ease of replication & maintainability. These will be mutually decided after consultation between the two parties and will conform to all govt. regulations.
- 1.2.2 The space for installation, commissioning and operation of each Laundry Equipment shall provided by Sports Injury Centre, Safdarjang Hospital, New Delhi at one location, as indicated in the floor plan attached to bid document. The Sports Injury Centre, Safdarjang Hospital, New Delhi will not be responsible for any loss / damage to machine or property due to natural calamity or otherwise.
- 1.2.3 Sports Injury Centre, Safdarjang Hospital will provide duly constructed space for the laundry services conforming to all regulatory conditions and govt. regulations. The space allocated for purpose of laundry services shall be as per floor plan included as **Annexure IV.**
- 1.2.4 Sports Injury Centre, Safdarjang Hospital will provide to the metered power / electricity to Licensee for only use of the in house requirement of Laundry at the sports injury Centre.. The security arrangement and cleanliness of the equipments, space of installation and other associated area will be the sole responsibility of the Licensee. The hospital will ensure that no employee of the hospital tampers with the equipments.
- 1.2.5 Sports Injury Centre, Safdarjang Hospital will provide the stand-by source of power (Generator Set), capable of catering to the power requirement of all medical equipments, accessories and the Building, so that facility remains available un-interrupted. The licensee shall arrange for his own UPS of suitable backup for the critical equipment requiring uninterrupted power supply as a part of equipment supply. The bidder shall identify and quantify the power required on stand by power source along with the offer.

1.3 HUMAN RESOURCE.

1.3.1 : Basic Requirements:

a) **Adequacy & training:** The bidder shall employ adequate number of well trained staff. Firm will provide uniforms, aprons 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.

b) **Medical examination of staff:** The bidder 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 sports injury centre on medical examination of such employees, shall be borne and paid by the bidder.

c) **Wages to employees and Insurance:** The bidder 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, medical benefit like ESI etc. If on account of non-compliance with the provisions of any such laws, Sports injury Centre is upon to make any payment to or in respect of his employees, the bidder 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 bidder 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 bidder. The bidder will sign an Indemnity Bond in favor of sports injury Centre, to this effect.

1.3.2 The staff of Licensee would ensure good business practice and high ethical values towards patients under overall supervision of Sports Injury Centre, Safdarjang Hospital, New Delhi.

1.3.3 The services to be provided by licensee shall be as per standard guidelines for such services

1.3.4 The suggested list of minimum manpower and deployment schedule along with list of Machines is attached at **Annexure III**.

1.4 OUT SOURCED SERVICES REQUIREMENTS

(i) Equipments and maintenance ;

All machines shall be provided by bidder shall be brand new of specification not lower than the specification attached to this tender and same will have to be maintained in good working conditions by the bidder by coordinating with the supplier. In addition to machines, Trolleys for carrying the linen to be provided by the firm and the maintenance

of which will be responsibility of the firm. The power outlets provided by hospital shall be used and maintained in safe usable conditional by the bidder. Preventive in-house maintenance will be the responsibility of the bidder. The bidder will also be responsible for maintaining the laundry equipment in working condition through out the contract period. The bidder shall not damage the said premises and the equipments if any provided to them by the Institute or allow the above mentioned to be damaged.

(ii) Washing Chemicals/Detergents

The bidder shall be responsible for procurement of all the detergents/washing chemicals of the specification as per approved washing formula. (only from Laundry 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.

(iii) Cleanliness

It shall be the responsibility of the bidder to employ adequate number of cleaners/ attendants 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 bidder to ensure that premises are free of these.

(vi) Security and safety

The Sports injury Centre / Hospital shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory, that may be kept in the said Laundry store by the bidder. The premises provided to the bidder should only be used for the purpose as mentioned in the contract (i.e. Laundry services for Sports Injury Centre only). Under no circumstances, the premises are to be used for any other purpose, than what has been mentioned in the contract. The general safety & ensuring fire safety of the premises is the responsibility of the contractor.

1.5 COMMITMENTS BY THE HOSPITAL

(i) Space and accommodation requirement

Place and accommodation for the Laundry & store measuring to an extent of 500 sq feet, a will be provided by the hospital to the bidder for a specified period of contract. At the time of termination of the contract, the bidder will have to hand over space and all laundry equipment in working condition to the employer. On the expiry or earlier termination of this Agreement, the said laundry shall be vacated peacefully by the bidder and handed over to the Hospital in the working condition. In case during the period of contract, the bidder decides to terminate the contract, a notice for a period of not less than four months must be given to the Hospital Administration at no extra cost..

(ii) Electricity supply AND WATER SUPPLY.

These will be provided by the institute for operations of laundry services in the premises on chargeable basis on the rate payable by the hospital to the supply source.. The firm will however use these judiciously and will ensure that there is no wastage. If this is observed than punitive action will be initiated. The bidder must satisfy with the

quality of water available at site before submitting his bid. Hospital shall not supply any report on this issue.

(iii) Condemnation & Replacement of torn linen

Condemnation of torn/useless linen will be done by the bidder and replacement with new linen will be done by the bidder. The bidder will sort out linen (after collection) which is beyond repair. This list will be verified by hospital representative & this cloth will be sluiced/ washed & handed over to Hospital representative on daily basis. Equal no. of fresh linen pieces will be issued as and when required to make up for this torn linen.

1.6 SUPERVISION & QUALITY CONTROL

A. Hospital management shall have the right to terminate the contract of the services rendered by the bidder, which are not of the requisite standard as per procedure laid out in bid document.

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 Laundry.

C. Hospital authorities will have unfettered right to inspect the premise, process of laundry, finished product at anytime and the bidder will cooperate with the authorities.

D. Designated officials of hospital will have unfettered right to enter the Laundry premise at any time in order to inspect and execute, 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. However if this is not possible in any exigency, hospital authorities may allow entry of other designated officials for the above purpose

E. The performance of the bidder shall be evaluated periodically (once in three months) during the contract period by the committee appointed by the hospital and committee so appointed shall evaluate the quality of washed linen, quality and usability of linen being supplied and replacement required, quality of consumables and bidder will be required to implement the out come of the committee findings. In case of any dispute the decision of the Director Sports Injury Centre shall be final and binding upon the bidder at no extra cost..

1.7 The poor quality services by way of delivery of linen is unclean in not usable condition will require the performance of the services no extra cost. The decision of hospital designated authority on condition of acceptability of clean linen shall be final and binding upon the bidder.

1.8 The licensee will manage the disposal of Biomedical Waste as per government norms and all the requisite dust bins and polythene bags etc. will be arranged by the Licensee at their own cost. The bidder would then remove these and dispose of them as is being done for the hospital waste of such nature.. The licensee will observe and follow all mandatory rule / guidelines laid out by the Central / State Govt. / Statutory Bodies.

1.9 PROCEDURE

- 1.9.1. The Laundry Services, as proposed on outsourcing, will have to offer professional ambience, uncompromising quality at an acceptable cost and superior service for ready to use conditions. .
- 1.9.2 The licensee will maintain a log book separately indicating various linen for dry cleaning and washing purpose. The log book shall be kept in the custody of designated hospital authority and record of linen taken out and brought into the hospital after laundry services will be recorded on day to day basis. The reconciliation of stores shall be carried out once in a month in the first week of every month and stock shall be adjusted accordingly.
- 1.9.3 The licensee will maintain a log book separately for the inventory of store to be maintained by the hospital authority. The record of linen taken for washing / dry cleaning purpose shall be maintained on daily basis. The minimum stock of linen at the nursing station shall be maintained on all the days by replenishing the store taken out for use and or washing purpose. Any short fall in the linen to be made good within 3 (three) hrs of linen taken out for any purpose.

1.20 **WORKLOAD**

The assessment of quantity of linen items to be washed / dry cleaned for Sports Injury Centre, Safdarjang Hospital, which is a 50 bedded hospital with Outdoor Patient Services & Indoor Admissions, 3 Major Operation Theatres & 1 Minor Operation Theatre, Physiotherapy, Intensive Care Unit etc for the purpose of evaluation of tender is enclosed to the bill of quantity.

1.21 **RESPONSIBILITY of service provider**

(i) Processes to be undertaken

- a) The service provider shall arrange for required hospital linen as per Annexure V .All linen must be suitable for use in hospital and must withstand the process of sterilization and other procedure required in the hospital for control on spread of contamination. To be under taken by the bidder and / or other out sourced agency nominated by the hospital.
- b) Collection and transport of dirty linen: Bidder will be responsible for collection of dirty linen from the different user areas with in sports Injury centre and transport the same as per requirements.
- c) Sorting, processing of used linen with standard laundering processes including
- d) Repairing (if required), finishing & packing. Transportation & delivery of washed
- e) Clothes in a covered van / trolley to the user designated area on daily daily.
- f) Bidder will identify torn linen at the time of collection, process & wash them. The torn linen will be replaced by the bidder at his cost.
- g) The bidder will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in laundry, as per the norms of the Govt. of Delhi / India and local authorities like NDMC etc.
- h) Separate carts 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.
- i) The contractor will process linen as per approved washing procedure and

- Approved washing formulae.
- j) Standard universal precautions to be followed while collecting & handling Infected /soiled linen.
- k) Bio-Medical Waste management rules, wherever applicable will be followed by the bidder .

1.22 Contract Termination Clause

1.22.1 Termination of default

1.22.1.1 The Sports Injury Centre, Safdarjang Hospital, New Delhi without prejudice to any other contractual rights and remedies available to it, may by written notice of default sent to the Licensee, terminate the contract in whole or in part, if the Licensee fails to deliver any or all of the goods and services as stated in the Contract Agreement or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extensions thereof granted by the Sports Injury Centre, Safdarjang Hospital, New Delhi.

12.1.2 Unless otherwise instructed by the Sports Injury Centre, Safdarjang Hospital, New Delhi, the Licensee shall continue to perform the contract to the extent not terminated.

1.23 Termination for insolvency

1.23.1 If the Licensee becomes bankrupt or otherwise insolvent, the Sports Injury Centre, Safdarjang Hospital, New Delhi reserves the right to terminate the contract at any time, by serving written notice to the Licensee, without any compensation, whatsoever, to the Licensee, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the Sports Injury Centre, Safdarjang Hospital, New Delhi.

1.24 Dispute Resolution Clause

1.24.1 If dispute or differences of any kind shall arise between the Sports Injury Centre, Safdarjang Hospital, New Delhi and the Licensee in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

1.24.2 If the parties fail to resolve their dispute or difference by such mutual consultation within twenty one days of its occurrence, then, either the Sports Injury Centre, Safdarjang Hospital, New Delhi or the Licensee may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India. The dispute or difference shall be referred to the sole arbitrator to be appointed by the Director, Sports Injury Centre, Safdarjang Hospital, New Delhi. The award of the arbitrator shall be final and binding on the parties to the contract subject to the provision that the Arbitrator shall give reasoned award in case the value of claim in reference exceeds Rupees One Lakhs (Rs. 1,00,000/-).

1.24.3 Venue of Arbitration : The venue of arbitration shall be the place from where the contract has been issued i.e., New Delhi, India.

1.25 Insurance

All necessary insurance policies viz Public Liability Insurance Policy, Professional Indemnity Insurance Policy, All Risk Insurance Policy of suitable amount to be maintained by the Licensee.

1.25 Tender Validity

1.25.1 The tenders shall remain valid for acceptance for a period of 120 days (one hundred and twenty days) after the date of tender opening prescribed in the Tender Document. Any tender valid for a shorter period shall be treated as non-responsive and rejected.

1.25.2 In exceptional cases, the bidders may be requested by the Sports Injury Centre, Safdarjang Hospital, New Delhi to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/telex/cable followed by surface mail. The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly. A bidder, however, may not agree to extend its tender validity without forfeiting its EMD.

1.25.3 In case the day up to which the tenders are to remain valid falls on / subsequently declared a holiday or closed day for the Sports Injury Centre, Safdarjang Hospital, New Delhi, the tender validity shall automatically be extended up to the next working day.

1.26 Late Tender

1.26.1 A tender, which is received after the specified date and time for receipt of tenders will be treated as "late" tender and will be ignored.

1.27 Return of Earnest Money Deposit / Bid security / Security Deposit

1.27.1 The bid security of the unsuccessful bidders will be returned to them without any interest as promptly as possible but not later than 30 days from the expiration of the period of bid validity prescribed by the employer. The bid security of the successful bidder will be returned upon the bidder executing the contract and furnishing the performance security.

1.28 Eligible Tenderers

1.28.1 This invitation for tenders is open to all firms fulfill the eligibility criteria specified in these documents.

1.29 Eligible Goods and Services

1.29.1 All goods and related services to be supplied under the contract shall have their origin in India or any other country with which India has not banned trade relations. The term "origin" used in this clause means the place where the goods are mined, grown,

produced or manufactured or from where the related services are arranged and supplied.

1.30 Amendments to Tender Documents

- 1.30.1 At any time prior to the deadline for submission of tenders, the Sports Injury Centre, Safdarjang Hospital, may, for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.
- 1.30.2 Such an amendment will be notified in writing by registered / speed post / courier or by fax / telex / e-mail to all prospective bidders which have received the Tender Documents and will be binding on them. Amendment(s) will also be available on **HSCC's website** : ***<http://www.hsccltd.co.in>***.
- 1.30.3 In order to provide reasonable time to the prospective bidders to take necessary action in preparing their tenders as per the amendment, the purchaser may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

1.31 Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

Form No.....

**SPORTS INJURY CENTRE AT
SAFDARJANG HOSPITAL, NEW DELHI**

Reference No. / /

Dated:

TENDER FORM
FOR OUTSOURCING OF Laundry SERVICES

1. Name and full address of Tenderer
.....
.....
2. Address to: The General Manager PG-III, HSCC (I) Ltd, NOIDA.
3. Reference: IFB No. / / dated.....
4. Tender fee Rs.1000/- deposited vide demand draft No.....dated..... of
.....(Name and address of Banker)
5. We.....(Name of Firm) agree to abide by all the terms & conditions as mentioned in (i)
IFB No.....dated.....
6. All tender documents are complete in all respect and have been duly signed.
7. We have enclosed Earnest Money Deposit of Rs.1,00,000/- (Rupees One lacs) in form of demand draft No.
..... dated of (Name of Banker) in favour of the _____
Payable at NOIDA / New Delhi.

Signature of Bidder with rubber stamp

UNDERTAKING

We solemnly affirm that the Technicians / manpower proposed to be deployed by our firm _____

_____ do possess the requisite necessary qualification and are competent to run the laundry Equipments and its accessories. Any consequent loss / damage to the machine or the patient due to improper handling of the equipments will be solely our responsibility and the Safdarjang, Hospital or any of its staff shall in no way held responsible for it.

(Authorized Signatory of the Firm)

With rubber stamp

**MINIMUM SUGGESTED MANPOWER and Machines to be located at Sports Injury centre,
New Delhi**

Manpower:-

Sl. No.	Particulars		Shall be available during the shift
1.	Supervisor	1	Shift A & B
2	Attendant	2	Shift A & B
3	Washerman	2	Shift A

Shift A : 0600hrs – 1415hrs daily on all days

Shift B : 1400hrs – 2215hrs daily on all days

Shift C : 2200hrs – 0615hrs daily on all days

Shift D : 0900hrs – 1700hrs daily on all working days

List of Machines

S. No.	Description	Capacity	Quantity
1.	Washer Extractor	25 Kg	1
2.	Washer Extractor	15 Kg	1
3.	Drying Tumbler	25 Kg	2
4.	Cilandering Machine (120" x Length x 32" dia) Single Roll	2 Roll	1
5.	Press Stations (Steam with suction Table		2
6.	Trouser Ironing Presses		1
7.	Compressor		1
8.	Wet Linen Trollies		2
9	Dry Linen Trollies		2
10.	Moving Shelf Trollies		2

Suggested Minimum Specifications For Washer Extractor (Steam)		
	15 kg	25 kg
Rated capacity (dry load) kg /Lb/Liters	15 kg	25/55/268
Liner D × L mm (inside measurement)	□ 650×460	□ 810×520
Cylinder D × L mm (inside measurement)	□ 710×533	□ 870×615
Washing/distributing speed rpm	45/82	43/75
Medium / high dehydration speed rpm	440/920	430/810
Cycle of operation (about min)	45	45
Motor power kw (frequency control)	1.5	3
Power of electrothermal tube kw	12	22.5
Nominal diameter (DN) of steam pipe mm	15	20
Nominal diameter (DN) of cold / hot water pipe mm	25	25
Water consumption per machine kg	300	400
Steam consumption per machine kg	8	20
Power consumption per machine kw.h (frequency control)	0.4	0.8(Steam heating)
Power consumption per machine kw.h (frequency control)		5(Electric heating)
Water pressure Mpa	0.2-0.4	0.2-0.4
Vapor pressure Mpa	0.4-0.6	0.4-0.6
Working pressure of compressed air Mpa	0.4-0.6	0.4-0.5
Overall dimensions (L×W×H) mm	950x800x1300	1285×1150×1540
Total weight (about) kg	420	1100

Dryers

25 kg			
Item Name	Unit		Remarks
Rated capacity (dry loading per cycle)	Kg/Lb/Liters	25	
Drum(DXL)	Mm	□930x800	
Power	V/P/Hz	380/3/50	
Power of Main Motor	Kw	0.75	
Power of Fan Motor	Kw	0.75	
Drum speed	Rpm	35	
Steam Pressure	Mpa	0.5-0.6	Only for steam heating
Steam Pipe (DN)	Mm	DN25	
Steam trap pipe(DN)	Mm	DN25	
Power consumption per cycle	Kw.h	0.9	
Steam consumption per cycle	Kg	25-30	
Power of heater	Kw	23.4	Electric heating
Power consumption per cycle	Kw.h	15	
Dimension of air exhaust port	Mm	230x270	
Dimension (L×W×H)	Mm	1270x1023x1760	
Total weight (about)	Kg	450	

Clandering Machine

Ironing range (width, thickness) mm	2800(3000),≤3
Size of ironing & drying cylinder mm	□800×2800(3000)
Vapor pressure Mpa	0.4-0.6
Ironing speed m / min	≤16
Main motor power kw	1.5
Overall dimensions(W×L×H) mm	2400×3860(4060)×1320
Total weight kg	2800(3000)

Vacuum Ironing Table

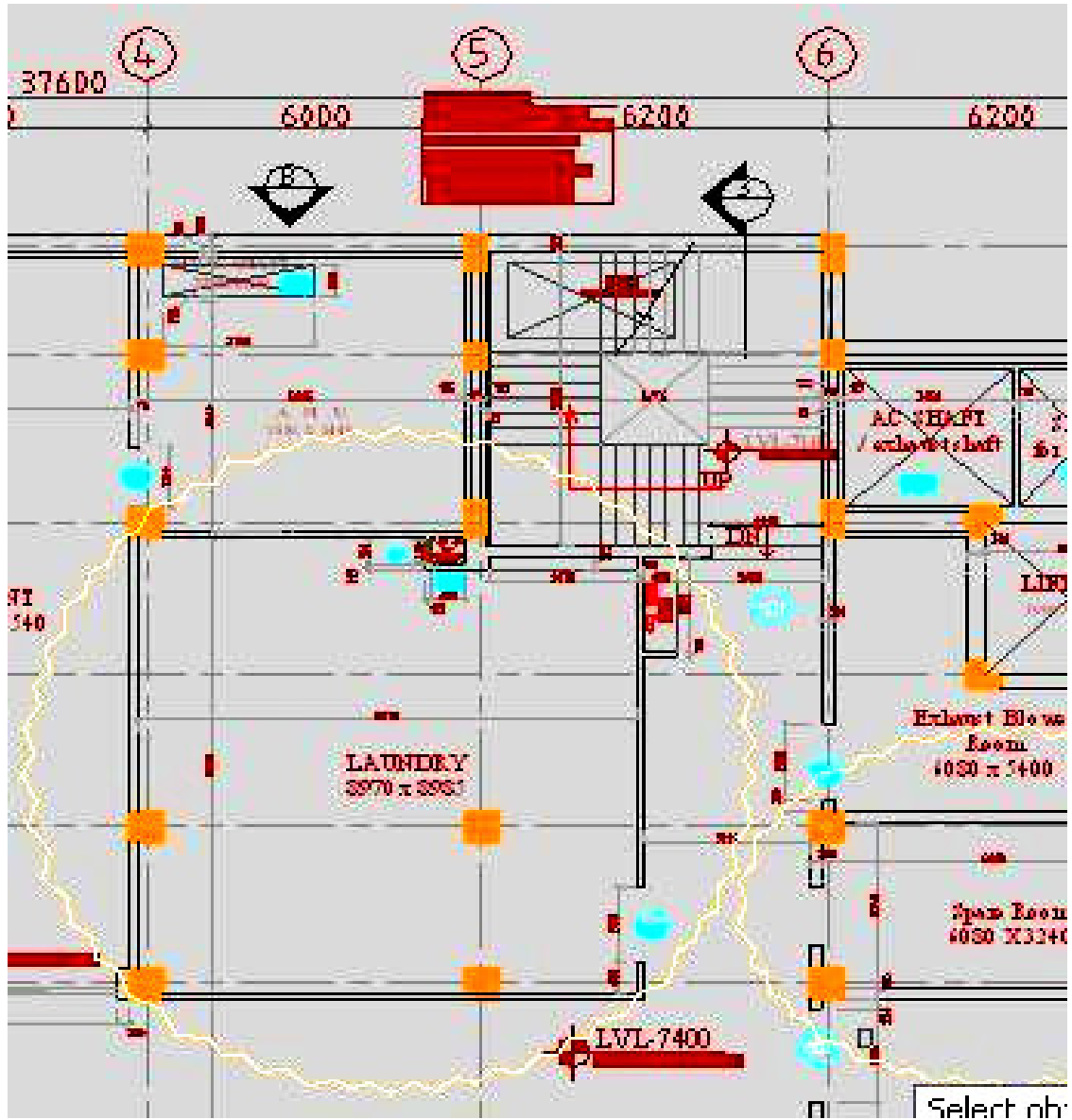
Main Technical Parameters	
Power of blower kw	0.37
Table size mm	800×1400
Overall dimensions(L×W×H) mm	1400×960×1050
Total weight kg	100

Ironing Press

Steam Pressure	0.4-0.5mpa
Steam Consumption	15kg/h
Pressure of Compressed Air	0.4-0.5mpa
Overall Dimensions	1200×1400×1400
Weight	200kg

Compressor	3 HP
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Annexure IV
Floor Plan



PROPOSED INVENTORY OF STORE - HOSPITAL LINEN

SL NO	NAME OF ITEM	UNIT	TOTAL QUANTITY PROPOSED					TOTAL QUANTITY
			HOSPITAL STORE	LAUNDRY STORE	WASHING / DRY CLEANING	QUANTITY IN USE	TOTAL QUANTITY	
A	OT ITEMS							
1	Abdominal Spilt Sheet (Colored),	EACH	24	24	12	12	72	
2	Full Long Sheet	EACH	48	48	24	24	144	
3	A B D Sheet	EACH	24	24	12	12	72	
4	Cut Sheet	EACH	48	48	24	24	144	
5	Half Sheet	EACH	144	144	72	72	432	
6	OT Towel	EACH	24	24	12	12	72	
7	Surgical hand towel ,stitched all sides,	EACH	144	144	72	72	432	
8	Slit Sheet	EACH	24	24	12	12	72	
9	Draw Sheet	EACH	24	24	12	12	72	
10	Leggings	EACH	24	24	12	12	72	
11	Trolley Full Cover	EACH	96	96	48	48	288	
12	Scan Towels	EACH	24	24	12	12	72	
13	Screen Sheet	EACH	24	24	12	12	72	
14	Medium Sheet	EACH	48	48	24	24	144	
15	Mayostand Cover	EACH	24	24	12	12	72	
16	Cable Cover	EACH	24	24	12	12	72	
17	Bed Sheet/ Pillow Cover	EACH	48	48	24	24	144	
18	Blanket Woolen	EACH	24	24	12	12	72	
19	Blanket Washable	EACH	24	24	12	12	72	
20	Cap	EACH	100	200	100	100	500	
21	Mask	EACH	100	200	100	100	500	
22	Shoe Cover	EACH	100	200	100	100	500	
B	SPECIAL PROCEDURAL LINEN							
1	Under Leg Sheet	EACH	12	12	06	06	36	
2	Long Sheet	EACH	12	12	06	06	36	

SL NO	NAME OF ITEM	UNIT	TOTAL QUANTITY PROPOSED					TOTAL QUANTITY
			HOSPITAL STORE	LAUNDRY STORE	WASHING / DRY CLEANING	QUANTITY IN USE	TOTAL QUANTITY	
C	HOSPITAL INDOOR PATIENT LINEN							
1	Patient male / female kurta / pyjama all sizes	EACH	104	104	52	52	312	
2	X ray gown	EACH	60	60	30	30	180	
3	Dressing gown male / female	EACH	60	60	30	30	180	
D	HOSPITAL DRESS							
1	Doctor's coat full sleeves / half sleeves	EACH	80	80	40	40	240	
2	Nurses coat full sleeves	EACH	80	80	40	40	240	
3	OT gown full sleeves / half sleeves	EACH	144	144	72	72	432	
4	Surgeon kurta / pyjama	EACH	60	60	30	30	180	
5	Nurses frock / skirt / kurta / pyjama	EACH	40	40	20	20	120	
6	Ward boy suit / dress	EACH	60	60	30	30	180	
7	OT technician / babu dress	EACH	30	30	15	15	90	
E	MISC ITEMS							
1	W. L. Wrapper	EACH	30	30	15	15	90	
2	M. T. Binder	EACH	30	30	15	15	90	
3	Dressing Wrapper	EACH	100	100	50	50	300	
4	Syringe Wrapper	EACH						
5	Gloves Bag	EACH						
6	Suction Tip Bag	EACH	30	30	15	15	90	
7	Cautory Bag	EACH	24	24	12	12	72	
8	Suture Bag	EACH	30	30	15	15	90	
9	Cable Cover	EACH						
10	Tray Wrapper	EACH	40	40	20	20	120	

SL NO	NAME OF ITEM	UNIT	TOTAL QUANTITY PROPOSED					
			HOSPITAL STORE	LAUNDRY STORE	WASHING / DRY CLEANING	QUANTITY IN USE	TOTAL QUANTITY	
F	WARD ITEMS	EACH						
11	Pillow Cover	EACH	90	90	45	45	270	
12	Bed Spreads	EACH	90	90	45	45	270	
13	Bath Towels	EACH	90	90	45	45	270	
14	Full Towels	EACH	90	90	45	45	270	
15	Wash Pouch	EACH	90	90	45	45	270	
16	Woolen Blanket	EACH	80	80	40	40	240	
17	Synthetic Blanket	EACH	80	80	40	40	240	
18	O. T. Blanket	EACH						
19	BLANKET COVERS	EACH	80	80	40	40	240	

Annexure VI**Specifications for Hospital Linen**

SL NO	NAME OF ITEM	TEXTILE	COLOUR	SIZE CM X CM	SPECIFICATION / SIZE
A	OT ITEMS				
1	Abdominal Spilt Sheet (Coloured),	COTTON	GREEN	150X 135	
2	FULL LONG SHEET	COTTON	GREEN	250 X 180	
3	A B D SHEET	COTTON	GREEN	200 X 135	
4	CUT SHEET	COTTON	GREEN	200 X135	
5	HALF SHEET	COTTON	GREEN	125 X 90	
6	OT TOWEL		GREEN	90X 90	
7	Surgical Hand Towel ,Stitched all sides,	COTTON	GREEN	50 X 38	size – 50cms x 38 cms (For surgical use in CSSD) Plain weave cotton
8	Slit Sheet		GREEN	200X 200	Abdominal Spilt Sheet (Coloured), dimensions up to 48"x72" with slit starting at 30" from one end for 12" with reinforced slit margins. Thick closely woven cotton/Khadi
9	DRAW SHEET		GREEN	125X 90	
10	LEGGINGS		GREEN	100X 90	
11	TROLLEY FULL COVER		GREEN	200 X 135	
12	SCAN TOWELS		GREEN		
13	SCREEN SHHET		GREEN	225 X 75	
14	MEDIUM SHEET		GREEN	150 X 90	
15	MAYOSTAND COVER		GREEN	135 X 200	

16	CABLE COVER		GREEN	30 X 200	
17	BED SHEET/ PILLOW COVER		GREEN		
18	BLANKET WOOLEN		GREEN		
19	BLANKET WASHABLE		GREEN		
B	SPECIAL PROCEDUREAL LINEN				
1	UNDER LEG SHEET		GREEN	200X 180	
2	LONG SHEET		GREEN	250 X 180	
C	HOSPITAL INDOOR PATIENT LINEN				
1	PATIENT MALE / FEMALE KURTA / PYJAMA				Patient Coat & Pyjama Standard size : 40" x 42" (Readymade) Full sleeves, Cotton
2	X RAY GOWN		GREEN		
3	DRESSING GOWN MALE / FEMALE		LIGHT COLOUR		
D	HOSPITAL DRESS				
1	DOCTOR'S COAT FULL SLEEVES / HALF SLEEVES		WHITE		M/L/XL/XXL
2	NURSES COAT FULL SLEEVES		WHITE		M/L/XL/XXL
3	OT GOWN FULL SLEEVES / HALF SLEEVES		LIGHT GREEN		Surgeon Gown Coloured (M/L/XL/XXL sizes) Colour : Green Khadi
4	SURGEON KURTA / PYJAMA		Navy Blue		Surgeon Shirt & Pyjama, cap complete set, in large & XL (Standard size), coloured 100% cotton plain weave

5	NURSES KURTA / PYJAMA		LIGHT BLUE		
6	WARD BOY SUIT / DRESS		GREY		
7	OT TECHNICIAN / BABU DRESS		PARROT GREEN		

1	W. L. Wrapper			150 x 135	
2	M. T. Binder			100 x 90	
3	Dressing Wrapper			50 x 45	
4	Syringe Wrapper			25 x 25	
5	Gloves Bag			37 x 30	
6	Suction Tip Bag				
7	Cautory Bag			50 x 45	
8	Suture Bag			30 x 30	
9	Cable Cover			30x 200	
10	Tray Wrapper				
11	Pillow Cover	BLENDED COTTON	WHITE		
12	Bed Spreads	TURKISH			
13	Bath Towels	TURKISH		100 x 150 cm	
14	Full Towels	TURKISH		125 x 175 cm	
15	Wash Pouch	COTTON		16x30cm	
16	Blanket	All Wool		230X 151	Woolen Blanket ,Size - 230cms x 151 cms, colour ,Woolen Superior Quality
17	Blanket	Semi Wool		230X 151	
18	Blanket	Synthetic		230X 151	
19	O. T. Blanket	Synthetic		230X 151	
20	BLANKET COVERS	COTTON		230X 151	

Annexure VII

BANK GUARANTEE FORM FOR EMD

Whereas _____ (hereinafter called the "Tenderer") has submitted its Bid dated _____ for the supply of _____ (hereinafter called the "tender") against the purchaser's tender enquiry No. _____ Know all persons by these presents that we _____ of _____ (Hereinafter called the "Bank") having our registered office at _____ are bound unto _____ (hereinafter called "Purchaser") in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20___. The conditions of this obligation are:

- (1) If the Tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the Tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - (a) fails or refuses to furnish the performance security for the due performance of the contract.
Or
 - (b) fails or refuses to accept/execute the contract.
Or
 - (b) if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to its owing to the occurrence of one or both the two conditions, specifying the occurred conditions(s).

This guarantee will remain in force for a period of forty-five days after the period of tender validity and any demand in respect thereof should reach the Bank not later then the above date.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

To
The Director, Sports Injury Centre,
Safdarjang Hospital

WHEREAS _____(Name and address of the supplier)
(Hereinafter called "the supplier") had undertaken, in pursuance of contract
no _____ dated _____ to supply (description of goods and services)
(herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish
you with a bank guarantee by a scheduled commercial bank recognized by you for the sum
specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOT THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf
of the supplier, up to a total of. _____ (Amount of the guarantee in
words and figures), and we undertake to pay you, upon your first written demand declaring the
supplier to be in default under the contract and without cavil or argument, any sum or sums
within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show
grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before
presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract
to be performed there under or of any of the contract documents which may be made between
you and the supplier shall in any way release us from any liability under this guarantee and we
hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to months from the date of completion of
Warranty Obligation as per the terms of Contract No.....dated..... i.e. up to
..... (indicate date)

(Signature with date of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

**TENDER
FOR
OUTSOURCING
OF
LAUNDRY SERVICES
FOR
SPORTS INJURY CENTRE
AT SAFDARJANG HOSPITAL
NEW DELHI**

Volume II
Financial Bid

March 2010

Consultants:



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(A Govt. of India Enterprise)

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IFB Ref.: SIC-SJH/PG-III/01/2010/LAUNDRY dt. < >

TENDER NO :

BILL OF QUANTITY FOR OUT SOURCING OF LAUNDRY SERVICES					
ITEM NO	PARTICULARS	UNIT	QUANTITY	RATE	AMOUNT
1	Service charges for install, own, maintain and operation and transfer on completion of contract period for laundry services at sports Injury centre including cost of providing the hospital linen on daily rental basis for laundry services for the intent and purpose as per scope of services indicated in bid documents except for cost of washing and dry cleaning of linen etc.	Per Month	60		
2	Add for additional washing / dry cleaning charges over and above item no 1 for contract period inclusive of all cost towards replacement of torn linen, consumables manpower required for satisfactory performance out sourced laundry services for five years all complete	PER kg	240000		
TOTAL OFFERED PRICE FOR THE OUT SOURCED SERVICES for five years IN INDIAN RUPEES					

SIGNATURE OF BIDDER WITH SEAL AND DATE

