

All Bidders

Amendment -II

Subject: Outsourcing of Laundry Services for the Hiring and Laundering of Linen for a period of 6 months and more for the Emergency and Super Speciality Block , Safdarjung Hospital, New Delhi.

IFB No. : HSCC/SES/Laundry/Safdarjung/2018 dated 21.03.2018

This has reference to above IFB.

The following Amendment may be noted which shall be treated as part of the tender document and to be submitted duly signed & stamped along with tender.

| S.No. | Bidders Quarries | HSCC Reply / Clarification |
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| 1. | <p>Page 10, General Terms and Conditions: Clause Num 36 states that, "The bidder should not have incurred any loss in the last three years ending March 2017. This should be duly certified by a Chartered Accountant".</p> <p>The above clause makes the contract totally non-inclusive for entrants that have made investments in this to bring Indian hospital Laundry at par with international standards. To make the contract more inclusive we will suggest that while this may retained for all companies that may be 5 years or older, there needs to be an addition of either/or clause to this clause which permits new companies with big investment to be able to participate in the tender. We will suggest that the following criteria may be added to the above clause:</p> <p>"The bidder should not have incurred any loss in the last three years/ since inception ending 31st March 2017 or should have a paid-up share capital of more than one crore of Indian Rupees. This should be duly certified by a Chartered Accountant.</p> <p>The clause of limiting the bidders to non-loss making entities is to ensure that only financially stable companies bid for the contract. The provision of allowing the companies with paid of capital of one crore INR will also ensure the same that only financially healthy organisations are participating in the tender and at the same time allowing new players with big capital investment to form a part of the bidding pool, thus making the tender more inclusive.</p> <p>In a similar tender floated by AIIMs in 2017, we had appealed on the same grounds and AIIMs had deleted this as a necessary clause for participation. We would like to use the same precedent so that the tender does not discriminate against new companies that have made big investments for setting up infrastructure for automated laundries.</p> | Tender terms and conditions prevail. |
| 2.0 | <p>Page 6 (clause 1, sub- clause 1 and 3): "Eligible bidder(s) must have inline experience in the manufacturing / installation of the Laundry equipment for at least three projects in the last five years" and "The bidder must provide a satisfactory performance certificate for manufacturing / installation and commissioning / equipping of Laundry (National / International) of at least three establishments, which can be a public / private, 500 or more bedded hospital or State Health Service or a standalone Laundry System with a load of more than or equal to 2000 kg per day"</p> <p>Both these sub-clauses are more relevant for hospital setting up its' own internal laundry. However, for a tender of outsourced laundry, these points should not</p> | <p><u>ELIGIBILITY CRITERIA FOR QUALIFICATION should be read as</u></p> <p>1. Experience:</p> <p>i) Eligible bidder(s) must</p> |

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| | <p>mention that the service provider needs to have experience in manufacturing / installation of laundry equipment. For the current tender, the language should be more of the service provider having experience of having providing "outsourced laundry services" to hospitals as an eligibility criterion.</p> | <p>have inline experience in the manufacturing/installation of the Laundry equipment/running of laundry/outsourced laundry services to hospitals for at least three projects in the last five years.</p> <p>ii) Company should have an existing set up within distance of 100kms from Safdarjung Hospital for providing service for similar Laundry System inclusive of all equipment & machineries.</p> <p>iii) The bidder must provide a satisfactory performance certificate for manufacturing/installation /running of Laundry for at least three establishments, which can be a government/private, 500 or more bedded hospital with a load of more than or equal to 2000 kg per day.</p> <p>iv) Bidder must have an average annual turnover of Rupees 1.2 crore during the last 03(three) financial years ending on 31st March 2017.</p> <p>v) Bidder must have solvency of Rs.1.50 Crore. Bidder has to arrange to submit Solvency certificate from the schedule/nationalized bank in India.</p> |
| <p>3.0</p> | <p>Page 6 (clause 1, sub- clause 4): states that: “ Bidders must have an average annual turnover of Rupees 1.2 crore during last 03 (three) financial years ending on 31st March 2017.” We believe the year should be till 31st March 2018 rather than 2017.</p> | <p>Tender terms and conditions prevail.</p> |
| <p>4.0</p> | <p>Page 8 (clause 15): “Rate – RIVISION: Successful bidder shall not have be entitled</p> | <p>Tender terms and</p> |

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| | <p>to any rate revision of price approved for any reason except Govt. Levies which become applicable after finalization of rate contract along with adequate documentary proof thereof” Here we would like to know whether the service provider is entitled to pass on increase cost due to government minimum wage revisions, which are expected to be implemented soon. As linen distribution within the hospital will be an employee intensive work, we expect any hike in minimum wage revision to have significant cost impact for the service provider and some provision should be there to absorb any such labour specific cost hike in the contract.</p> | <p>conditions prevail.</p> <p>Taxes applicable at the time of billing shall be in accordance to the prevailing rules.</p> |
| 5.0 | <p>Page 8 (clause 19): “The bidders will be invited to submit 4 meter cloth of each type of textile of different shades of the colors mentioned strictly in accordance with tender specification (As mentioned in Table No 2 & 3) along with <u>Lab test report of sample in variably duly tested by TEXTILE COMMITTEE, Ministry of Textiles, Govt. Of india during evaluation of techno-commercial bid. Before submitting the tender, the list of samples submitted duly acknowledged should be kept with the Safdarjung hospital.</u> The tenders are advised to submit sample of each stitched item as per the specifications mentioned in Table No. 02 & 03. Different qualities for one item will not be entertained.”</p> <p>The tender is for very short duration and any such testing is very time consuming. Given that the service provider has to start the services within 10 days of award of the contract, we will suggest that any such testing should be done as a check of quality rather than as a pre-condition of the award of the tender.</p> | <p>The bidders shall produce sample before Safdarjung hospital with Lab report after Techno-Commercial opening and before price bid opening and those samples will be kept with the Safdarjung Hospital.</p> <p>During Operation , Safdarjung Hospital can check quality of Linen/Wash/disinfection if required.</p> |
| 6.0 | <p>Page 13 (clause 4): The tender mentioned that “The Vendor shall be responsible for providing the software, hardware and manpower for keeping an account of the collection and distribution of dirty and clean linen using RFID tags at the hospital.”</p> <p>The software for use of RFID is possible to be installed only at the Plant and hence we need to delete the words “at the hospital” from it.</p> | <p>RFID tags/linen identification of each linen items to be provided by the bidders</p> |
| 7.0 | <p>Page 14 (clause 25): “All linen items must be returned to respective areas on the next day of collection as per delivery schedule prescribed in SOP and the linen should be clean, undamaged, and well ironed. After collection and distribution of linen a “satisfactory” certification must be obtained in the log book from the sister in-charge of concern areas. In case lesser number of linen is returned to the concerned area, a penalty of double the cost of lost linen would be deducted from the bills, if the lost item is untraceable after 24 hours.”</p> <p>In this clause the word “In case lesser number of linen is returned to the concerned area, a penalty of double the cost of lost linen would be deducted from the bills, if the lost item is untraceable after 24 hours.” need to be deleted as it is only relevant where the linen belongs to the hospital. In rental linen model this does not apply.</p> | <p>“All linen items must be returned to respective areas on the next day of collection as per delivery schedule prescribed in SOP and the linen should be clean, undamaged, and well ironed. After collection and distribution of linen a “satisfactory” certification must be obtained in the log book from the sister in-charge of concern areas.</p> <p>“In case lesser number of linen is returned to the concerned area, a penalty of double the cost of lost linen would be deducted from the bills, if the lost item is untraceable after 24 hours.” – Deleted.</p> |
| 8.0 | <p>The same point is repeated in Page 17 (clause 4) and need to be deleted from there too.</p> | <p>Same as Sr. No. 7</p> |
| 9.0 | <p>Page 33: “In addition to above 1500 Blankets (Blue) will be required for one-time delivery. Some Blankets may require dry cleaning in day</p> | <p>Dry Cleaning deleted. Blanket shall be washed</p> |

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| | <p>as per requirement of Nursing sister.” We need to have washable blankets, preferably mink that can be washed to be disinfected. Dry-cleaning does not permit disinfection and hence hospitals should avoid blankets that will need to be dry- cleaned only.</p> | <p>and disinfected as per the requirement of nursing sister</p> |
| <p>10.</p> | <p>Page 10, General Terms and Conditions: Clause Number 36 states that, <i>“The bidder should not have incurred any loss in the last three years ending 31st March 2017. This should be duly certified by a Chartered Accountant”.</i></p> <p>The above clause makes the contract totally non-inclusive for new entrants that have made big investments in this business to bring Indian hospital Laundry at par with international standards. To make the contract more inclusive we will suggest that while this clause may be retained for all companies that may be 5 years or older, there needs to be an addition of either/or clause to this clause which permits new companies with big investment to be able to participate in the tender. We will suggest that the following criteria may be added to the above clause:</p> <p><i>“The bidder should not have incurred any loss in the last three years/ since inception ending 31st March 2017 or should have a paid-up share capital of more than one crore of Indian Rupees. This should be duly certified by a Chartered Accountant.”</i></p> <p>The clause of limiting the bidders to non-loss-making entities is to ensure that only financially stable companies bid for the contract. The provision of allowing the companies with paid of capital of one crore INR will also ensure the same that only financially healthy organisations are participating in the tender and at the same time allowing new players with big capital investment to form a part of the bidding pool, thus making the tender more inclusive.</p> <p>In a similar tender floated by AIIMS in 2017, we had appealed on the same grounds and AIIMS had deleted this as a necessary clause for participation. We would like to use the same as a precedent so that the tender does not discriminate against new companies that have made big investments for setting up infrastructure for automated laundries.</p> <p>I had raised this issue in my previous mail too; however, for your ready reference, I am also attaching with this mail the addendum issued by AIIMS in which, they had agreed to our views and remove this clause as a general criterion. We would request this tender too to use that as a precedent and accept our views to not make this as a qualifying criterion.</p> | <p>Tender terms & conditions prevail</p> |
| <p>11.</p> | <p>Page number 3: Schedule-A: Clause 8 of this schedule requires the contract to be executed within 10 days of the intimation of the acceptance of the rates. We had raised this issue in the pre-bid meeting that this is a very short duration to source the linen that is required to be provided to Safdarjung as per Table 2, page number 31 and 32 of the tender document.</p> <p>On raising this issue, Shubhram was requested by the tender committee to provide the linen specification that it currently uses for its other clients as per international norms and the linen that it can provide to Safdarjung Hospital at a shorter notice keeping in mind the urgency of the start of</p> | <p>From the notification of award date to further 29 days bidder can provide available linen.</p> <p>From 30th date from notification of Award bidders have to provide the linen as specified in</p> |

the service. Please find these details attached as Appendix 1. These linen items and their specifications are more readily available and can be provided to Safdarjung hospital at a shorter notice. The specifications provided in the tender **Table 2 on page 31 and 32** cannot be provided at such a short notice and hence the contract cannot be executed as per the other condition (**Page number 3: Schedule-A: Clause 8**) of the tender.

We will suggest that of the tender need to be executed at such a short notice then the committee need to take in consideration the linen that is readily available. Also, given the short nature of the tender, we will want that these linen specifications, as suggested in Appendix 1 of this mail, be retained for the life of the award of this tender.

Appendix 1

| S.No | Item Name | Size | Approx weight per piece (in grams) | Specifications |
|------|----------------------------|--------------------|------------------------------------|--|
| 1 | Bad sheet | 280x155cm | 610-630 | 40s Count 100% Cotton, whiteness index >90 |
| 2 | Pillow Cover | 55X80cm | 120 - 130 | 40s Count 100% Cotton, whiteness index >90 |
| 3 | Bath Towel | 30"X 60" | 610 - 620 | 2/20 combed, GSM 555, white |
| 4 | Hand Towel | 16" X24" | 145 - 155 | 2/20 combed, GSM 555, white |
| 5 | Blanket | 60"X90" | 2200 - 2300 | Mink, Washable, Brown |
| 6 | Surgical gown green | 3.6 mtr | 700 - 710 | Trovine fabric, 67% Poly,33% Viscose |
| 7 | Small Sheet/OT Towel | 1mX1m | 210 - 220 | 100% cotton casement |
| 8 | Small Cut Sheet Green | 1mX1m, 5 inch hole | 210 - 220 | 100% cotton casement |
| 9 | Abdominal Slit Sheet Green | 2 m X1.65 m, 100cm | 750 - 760 | 100% cotton casement |
| 10 | Draw sheet green | 2mX1.5m | 600 - 610 | 100% cotton casement |
| 11 | Scrubs Upper/Lower Blue | S, M, L, XL | 260 - 270 | Trovine fabric, 67% Poly,33% Viscose |
| 12 | Scrub Upper/lower Green | S, M, L, XL | 260 - 270 | Trovine fabric, 67% Poly,33% Viscose |
| 13 | Scrub Upper/lower Grey | S, M, L, XL | 260 - 270 | Trovine fabric, 67% Poly,33% Viscose |
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tender specification.

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| 12. | <p>Table 3, Page 33: Bill of Quantity Required per day: we are not very sure how the figures provided in this table have been arrived at. Some of the requirements do not appear to be correct on the face value and we will suggest a thorough analysis be done to arrive at the daily requirement of the linen of various types for this tender. For instance, there is a requirement of 4000 bed sheets (seven colours) for this tender on a daily basis. We are not very sure if this is a correct daily requirement of daily use or is the number representing some other way of calculating the daily PAR stock required by the hospital. The hospital need to share with us how these numbers have been arrived at so that we can understand how much dirty linen is generated per day that will form the basis of the number of pieces of each type of linen that it will be required to wash and will also need to procure 5 times that amount to keep an adequate PAR stock at the hospital as well at the plant.</p> <p>Specifically, as mentioned in point above, it is not possible to provide coloured bedsheets of seven colour at such a short notice and we will suggest that for this particular trial tender, this provision be omitted so that services can be started at the earliest with readily available linen.</p> | Tender terms & conditions prevail |
| 13. | <p>On Page no. 6 under heading qualification , Sub heading Experience point no (ii), the bidder should have an existing facility in the state of <u>Haryana/NCR</u>. There is no clear mentioning of <u>the distance of the laundry facility from Safdarjung Hospital</u>, and also why the tender is being limited to vendors from Haryana, and not other neighbouring states, like UP & <u>Rajasthan</u> , where they also have adjoining border with Delhi.</p> | Distance of Laundry Facility should be with in 100 Km from Safdarjung Hospital. |
| 14. | <p>The qualification seeks for 2 tonnes installed capacity, where as the load proposed to be given by Safdarjung is 3.5 tonnes, and hence there should be timeline provided to the qualified bidder post award of contract , to enhance its capacity which should be minimum 60 days from date of award of contract. With out this period , the tender will become favourable to few vendors only, and will not invite competitive participation from other vendors.</p> | Threshold limit will be 02 tonnes. |
| 15. | <p>ON page no. 9 point no 19, regarding submission of samples, its not clear weather the samples have to be submitted before the tender opening date, or post opening of techno commercial bid.</p> | Sample have to be submitted after opening of techno-commercial bid and before opening of price bid. |
| 16. | <p>On page no. 13, point no 4 mentions about incorporation of RFID technology, which is very novice to India, and very limited to few vendors only. <u>Not only makes tender restrictive, but will also increase the cost of service to the hospital , which will amount to higher payout from the hospital for service.</u> Hence RFID seems unnecessary, as the cost of one RFID tag as per the Market rates, is equivalent to the cost of few linen items, like Pillow cover, packing sheet, OT small sheet etc. <u>And hence this should be optional and not mandatory, as the linen is the property of the Vendor</u>, and there are many other modes of stock counting and logistics management.</p> | RFID tags/linen identification of each linen items to be provided by the bidders |
| 17. | <p>On page no 13 , point no 6 , asking for maintaining stock of 5 days at hospital, is not at all practical, as then it will involve investment of 7 par linen, which is too high considering , and standard. There is no Hospital in India, that maintains, 7</p> | Total of 5 par stock of linen. |

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| | par of stock, this will only increase the cost of service to the hospital. Hence we propose to maintain 3 par at Hospital, and 2 will always be in transit. Hence total of 5 par stock of linen. | |
| 18. | On page no. 14 point no 23 mentions about bidding of each linen item separately, where as price bids asks for bidding per kg price for all linen. There is confusion, and the exact process shall be clarified. | Bidders have to quote as per price schedule of BOQ. |
| 19. | Page no 30 point Table no 2 mentions , the description of the linen , but nothing is mentioned about the weight of each linen type, since the rates are being quoted for per kg of total linen supplied, there can be lot of confusion on weight of linen supplied, for eg. a vendor may quote lower per kg rate, but supply heavy bedsheet, and hence costing the hospital higher washing cost per bed sheet. hence we propose, that exact specification, with Dimensions, weight, material , colour shall be mentioned in the tender , so that bidding happens with right information , and there is no manipulation . | Weight of linen will be fixed after approval of the sample that has to be provided after Techno-Commercial tender opening and before price bid opening. |
| 20. | On page no. 36 , annexure -II Undertaking , its mentioned that the vendor needs to provide the linen within 15 days from date of award of contract, doesn't seem practical, since the qty of linen requested to be supplied by the Hospital is huge, and hence 60 days from date of award shall be provided to procure the linen and start the services. | From the notification of award date to further 29 days bidder can provide available linen. From 30 th date from notification of Award bidders have to provide the linen as specified in tender specification. |

The bid submission date is extended from 25.04.2018 to 02.05.2018 and bid security should be valid for 180 days from the date of original bid submission ie. from 18.04.2018.

All other terms & conditions remain unchanged.

Chief General Manager, HSCC (I) Ltd.
For and behalf of Medical Superintendent, Safdarjung Hospital, New Delhi