

**TENDER**  
**FOR**  
**OUTSOURCING**  
**OF**  
**LAUNDRY SERVICES**  
**FOR**  
**SUPER SPECIALTY BLOCK**  
**& EMERGENCY**  
**BLOCK**  
**AT SAFDARJUNG HOSPITAL**  
**NEW DELHI**

Volume I

Technical Bid

MARCH  
2018

Consultants:



**HSCC (India) Limited**

(A Govt. of India Enterprise)

Plot No.-6 A, Block-E, Sector-1, NOIDA (U.P.) - 201 301.

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**SAFDARJUNG HOSPITAL, NEW DELHI**

**Ministry of Health & Family Welfare**

**GOVERNMENT OF INDIA**

**Tender No. HSCC/SES/Laundry/Safdarjung/2018**

**Date : 21.03.2018**

**E –Tender Notice (NIT)**

Online Bids are invited through e-tendering through HSCC (I) Ltd. from the eligible suppliers/contractors for the following works:

| <b>Sl. No.</b> | <b>Name of Work</b>  | <b>Bid Security (Rs).</b> | <b>Tender Fee (in Rs.)</b> | <b>Last date to fill/upload the tender through e-tendering</b> | <b>Opening date and time through e-Tendering</b> |
|----------------|--|---------------------------|----------------------------|--|--|
| 1              | 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. | 7.44<br>Lakhs             | 2000/-                     | Up to 15.00<br>Hrs on<br>18.04.2018                            | At 15:30<br>Hrs on<br>18.04.2018                 |

The bid document is available online from 26.03.2018. For submission & other tender details, please refer detailed NIT on HSCC e-tender portal <http://www.tenderwizard.com/HSCC>.

Safdarjung Hospital/HSCC reserves the right to accept or reject any application without assigning any reason or incurring any liability whatsoever.

Prospective bidders are advised to regularly scan through HSCC e-tender portal <http://www.tenderwizard.com/HSCC> and HSCC website [www.hsccltd.co.in](http://www.hsccltd.co.in) as corrigendum/amendments etc., if any, will be notified on this portal and HSCC website only and separate advertisement will not be made for this.

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

**SAFDARJUNG HOSPITAL NEW DELHI.**  
**NOTICE INVITING TENDER**

IFB No- HSCC/SES/LAUNDRY/SAFDARJUNG/2018

HSCC on behalf of MS, Safdarjung Hospital New Delhi, invites online tenders in two bid system (Technical bid and financial bid) from reputed, eligible and qualified authorized firms or manufacturers for providing of following services:

| Sr. No. | IFB No.                          | Name of the Item  | Tender Fee. (Rs) | Bid Security/EMD(Rs.) |
|---------|----------------------------------|---|------------------|-----------------------|
| 1.      | HSCC/SES/LAUNDRY/SAFDARJUNG/2018 | Tender for 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. | 2,000/-          | 744000                |

|                    |                          |   |
|--------------------|--------------------------|---|
| Pre-Bid Meeting on | 06.04.2018<br>at 11.30AM | Conference Room, MS Office, 5 <sup>th</sup> Floor, Safdarjung Hospital. |
|--------------------|--------------------------|---|

Last date for sale of tender form: 18.04.2018 up to 1:00 pm

Last date for submission: 18.04.2018 on or before upto 3.00 pm

Date of Tender Opening (Technical Bids): On 18.04.2018 at 3:30 pm

Contact: HSCC (India) Ltd, E-6A, Sector-I, Noida, UP -201301.

(1) The bidders may download the tender documents directly from the website available at HSCC e-tender portal <http://www.tenderwizard.com/HSCC>. The bidders are required to submit the tender cost fee (as mentioned in NIT) (Non-refundable) by way of separate demand draft /FDR/Bank Guarantee drawn in favour of 'HSCC (India) Ltd, payable at Noida for tender and the copy of the same should essentially be uploaded along with the techno commercial bid. In no case, the tender cost fee should be mixed with EMD amount. The tender not following the above procedure will be summarily rejected.

(2) It is the responsibility of the Bidders to ensure that their Tender fee and EMD, whether sent by post or by courier or by person, are dropped in the Tender Box of HSCC (India) Ltd, E-6A, Sector-I, Noida-201301 or received by the closing date and time stipulated above for receipt to Bid, failing which the bid would be considered late and rejected.

(3) The bid security as mentioned above will have to be deposited through Bank Guarantee / Demand Draft drawn in favour of the 'HSCC (India) Ltd, payable at Noida/Delhi and Copy of the same shall be uploaded along with the tender (Technical Bid). No interest is payable on Bid Security.

(4) The Tender Enquiry document is not transferable.

(8) In the event of any of the above mentioned dates being declared as a holiday/ closed day for 'HSCC (India) Ltd, Noida, the tenders will be received/ opened on the next working day at the prescribed venue and time

Chief General Manager, HSCC

Please visit our web site at HSCC e-tender portal <http://www.tenderwizard.com/HSCC> for further details of this tender.

SCHEDULE-A

IFB No.-HSCC/SES/LAUNDRY /SAFDARJUNG/ 2018

The Medical Superintendent,  
Safdarjung hospital, New Delhi

Dear Sir,

- 1 I/We, the undersigned, hereby submit my/our tender for the Hiring and Laundering of Linen for the SSB and Emergency Block, Safdarjung hospital, New Delhi for six months and more.
- 2 I/We are now enclosing herewith the Bank Guarantee/FDR/ D.D.No.\_\_\_\_\_ Dated \_\_\_\_\_for Rs.744000/- (Rupees Seven Lakh Forty Four Thousand only) drawn in favour of the “HSCC (INDIA) LTD” payable at NOIDA/DELHI towards EMD/BID Security which shall remain in the custody of the HSCC till decision as to the acceptance of the tender is known. Once the tender is decided, the performance security@10% of the contract value will be furnished by the undersigned (approved service provider). I/We are also enclosing herewith the D.D.No.\_\_\_\_\_Dated\_\_\_\_\_for Rs. 2,000/-(Rupees Two thousand only) drawn in favor of the “HSCC (INDIA) LTD” towards tender cost.(Tenders not accompanied with EMD/Bid Security and Tender Cost along with Techno-Commercial Bid (Part-I) shall be summarily rejected).
- 3 I/We have noted that overwritten entries shall be deleted unless duly cut, re-written, initialed, duly signed and sealed (No thumb impression should be affixed).
- 4 I/we certify that I/we have gone through and agree to the terms & conditions mentioned herein and undertake to comply with them for the contract period (valid for six months or more from the date of signing of the agreement deed plus extendable up to 12 months with mutual consent).
- 5 I/we, the undersigned, hereby bind myself/ourselves to provide services, as detailed in the tender documents, to Medical Superintendent, Safdarjung hospital, New Delhi during the validity of this tender.
- 6 I/we agree that in case of failure to provide services, as detailed in the tender documents, Safdarjung reserves the right to make arrangement of the same from the market/other sources at my/our risk and cost.
- 7 The conditions contained herein shall form part of and shall be taken as if they are included in the agreement to be entered in to or treated as agreement itself at the discretion of the MS.
- 8 I/we shall execute an agreement on Non-judicial Stamp paper of Rs.100/-(Rupees hundred only) in case my/our tender is accepted and an agreement will be executed by me within 10 days of the intimation of acceptance of rates for the tender failing which, 2% of cost of order/agreement (Annual cost to Hospital as quoted in tender) per week, upto 2 weeks delay for non execution of contract after award of work and after 2 weeks delay, Safdarjung hospital reserves the right to cancel the contract and withhold the agreement and my/our Performance security deposit may be forfeited and service provider’s name shall be banned from participating in tenders for further 2 years at the Safdarjung hospital New Delhi.
- 9 I/we have gone through all terms & Conditions of the tender documents before submitting the same.  
NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES etc. HAVE BEEN INDICATED IN THE QUOTATION, THE RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully,

Signature of bidder with full address

WITNESS\_\_\_\_\_

WITNESS \_\_\_\_\_

## INTRODUCTION

The Super speciality Block (SSB) and Emergency Block are an upcoming centres of Safdarjung hospital situated at New Delhi. The SSB is 807 bedded and Emergency Block 500 bedded facilities exclusively for emergency, super speciality and surgery cases. Centre is having patient care services in the form of Indoor Services, Operation Theatres, Intensive Care Units, Wards and various Diagnostic & Laboratory Services.

## REQUIREMENTS

The Super speciality Block (SSB) and Emergency Block , Safdarjung hospital have the requirement of clean linen comprising of big/small linen items both white & colored. The linen shall be procured, tailored, distributed to all patient care areas, collected from all patient care areas, washed, calendared and supplied to and from the Central linen stores to the remote laundry on a daily basis and in event of contingency in clean, controlled packing conforming guidelines prescribed internationally in a timely manner. The washed linen shall be delivered within 24 hours of receipt for processing.

## **ELIGIBILITY CRITERIA FOR QUALIFICATION**

### **1. Experience:**

- i) 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.
- ii) Company should have an existing service set up in the state of Haryana/NCR for providing service for similar Laundry System inclusive of all components.
- iii) 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**.
- 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.
- 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.

Signature of Applicant

## General Terms & Conditions

1.e-Tender should be addressed to the Chief General Manager, HSCC (India) Ltd on behalf of Safdarjung Hospital, New Delhi and submitted online. Original EMD/Tender document fee and copy of signed and sealed NSIC (for document fee/EMD exemption in case the bidder is under NSIC) under sealed cover failing which the tender shall be rejected.

THE ABOVE DOCUMENTS SHOULD THEN BE PUT IN OUTER COVER INDICATING THERE ON:

- i) Reference No. Of the Tender: \_\_\_\_\_
- ii) Tender regarding: \_\_\_\_\_
- iii) Due date for submission of the tender: \_\_\_\_\_
- iv) Due date for opening of the tender: \_\_\_\_\_
- v) Name of the bidder: \_\_\_\_\_

- 2. Tender document and subsequent rate contract / agreement in favour of approved service provider is non-transferable.
- 3. THE HOSPITAL/HSCC IS NOT AUTHORIZED TO ISSUE ' C/D FORMS'.
- 4. TENDER SHOULD INVARIABLY BE UPLOADED **ONLINE** IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:

PART-I:-TECHNO-COMMERCIAL BID. (VOL-I)

PART-II:-PRICE BID / FINANCIAL BID SEPARATELY (VOL-II)

NOTE:-

- A) PLEASE NOTE THAT PRICES SHOULD NOT BE INDICATED IN THE TECHNO-COMMERCIAL BID.
- B) TENDERS SUBMITTED ONLINE WITH OUT FOLLOWING TWO-BID SYSTEM PROCEDURE AS MENTIONED ABOVE WOULD BE SUMMARILY REJECTED.
- C) The bidders are at liberty to be present or may authorize a representative to be present at the time of opening the quotation.
- 5. It is proposed to enter into a rate – contract for Hiring and laundering of Linen for the Emergency Block and Super Speciality Block of Safdarjung hospital, New Delhi for a period of six months and above from the date of signing of the rate contract. The eligibility-criteria have been given under the heading "Eligibility Criteria for Qualification".
- 6. Bidders in tending to participate in the said tender should first ensure that they fulfill all the eligibility-criteria as prescribed under terms & conditions, otherwise, the tender will be summarily rejected and no further correspondence will be entertained in this regard.
- 7. The laundry where the vendor will process the linen shall be owned and operated by the vendor situated in the National Capital Region. The laundry plant should have a mechanized laundry with capacity to process two tone linen per day. The plant should have for facilities for providing good quality water for washing, in house boiler for providing steam, zoning of dirty and clean areas. The details of the office with address, telephone number, e-mail id and fax number should be provided.
- 8. Bidders are, therefore, advised to submit quotations online only if the terms & conditions as prescribed by the Safdarjung hospital are acceptable to the min total and they fulfill the eligibility - criteria.
- 9. It is here by also informed that in case any administrative action (imposing of risk purchase, warning letter etc.) is taken by the Safdarjung hospital during the rate contract period against any approved vendor, it would be reflected during finalization of the next rate contract as "past performance" of that firm.
- 10. The Medical Superintendent, Safdarjung hospital, New Delhi or his nominee reserves the right to reject any or all tenders including the lowest quotation if not agreeing to all the terms and conditions. No correspondence, in this regard, will be entertained.



11. Safdarjung hospital will send all correspondence through email, so you are requested to provide your e mail address so that all communications may be done accordingly.
12. Conditions of advance payment shall not be accepted.
13. The tender shall also be rejected if:
  - a. A bidder submits conditional tender;
  - b. More than one type of rate is quoted.
14. Withdrawal of tenders along with the earnest money will be allowed before the date of opening of tenders.

After opening of tenders:

- a) No change / alteration on plea of clerical or typo graphical error in rates or other terms in the tender will be permitted under any circumstances.
  - b) Withdrawal of the complete tender can be allowed but in such cases, the earnest money shall be forfeited in full.
  - c) Partial withdrawal will not be allowed under any circumstances.
15. RATE - REVISION: Successful bidder shall not be entitled 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.
  16. Firm debarred by any Govt./ Govt. under taking for participating in Rate-Contract will not be considered as per GFR guideline for award of Rate-Contract during the period of debarment.
  17. If at any time, any question, dispute or difference whatever shall arise between the two parties (Safdarjung hospital on the one hand and service provider on the other hand) in relation to the contract, which have not been covered in these terms & conditions, either of the parties may give to the other notice in writing the existence of such a question, dispute or difference and the same shall be referred to two arbitrators, one to be nominated by the service provider. Either party shall serve such a notice of the existence of any question, dispute or difference in connection with this purchase within 30 days of the beginning of such dispute failing which all right or claims shall be deemed to have been forfeited and absolutely barred.

Before proceeding with the reference the arbitrators shall appoint / nominate an umpire. In the event of the arbitrators not agreeing in their award the umpire appointed by them shall enter up on the reference and his award shall be binding on the parties. The venue of the arbitration shall be at Safdarjung hospital.

The provision of the Indian Arbitration and Reconciliation Act1996 and of rules framed the render and any statutory modifications there of shall be deemed to apply and be incorporated for the supply, installation, installation and commissioning etc.

Upon every or any such reference, the cost of any incidents to the reference and awards respectively shall be at the discretion of the arbitrators or in the event of their not agreeing, of the Umpire appointed by them who may determine the amount thereof, or direct the same to be fixed as between solicitors and client or as between parties and shall direct by whom and in what manners the same shall be borne and paid.
  18. The courts at Delhi will have the jurisdiction to try any matter, dispute or reference between the parties arising out of the contract. It is specifically agreed that no court outside and other than Delhi court shall have jurisdiction in the matter.
  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 Lab test report of sample in variably duly tested by TEXTILES 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. The tenders are advised to submit sample of each stitched item as per the specifications mentioned in Table No. 02 & 3. Different qualities for one item will not be entertained.
  20. Force Majeure:-If at any time during the period of the contract, either party is subject to force majeure, which can be termed as natural disasters or, acts of God etc. which may prevent other party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of

such event been titled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any, or 21 days, whichever is more, either party may at its option terminate the contract as per tender terms.

21. IN CASE THE TENDER DOCUMENT IS DOWNLOADED FROM THE WEBSITE:-  
THE BIDDERS MAY DOWNLOAD THE TENDER DOCUMENTS DIRECTLY FROM THE WEB SITE AVAILABLE AT HSCC e-tender portal <http://www.tenderwizard.com/HSCC>, IN SUCH CASE, THE BIDDERS ARE REQUIRED TO SUBMIT THE TENDER COST FEE OF Rs.2000.00 (Non-Refundable) BY WAY OF SEPARATE DEMAND DRAFT DRAWN IN FAVOUR OF HSCC (INDIA) LTD. IN NO CASE, THE TENDER COST FEE SHOULD BE MIXED WITH EMD AMOUNT. THE TENDERS NOT FOLLOWING THE ABOVE PROCEDURE WILL BE SUMMARILLY REJECTED.
22. Each & every page of the tender document (TECHNO-COMMERCIAL BID + PRICE BID) should be serially numbered and duly signed by the bidder. The check list should be enclosed in the chronological order.
23. Tender may also be rejected, if it is not submitted online by the prescribed date / time for submission and any of the listed documents is either not attached or attached but found improper / not signed or not attested by the Competent Authority.
24. THIS TENDER DOCUMENT AND SUBSEQUENT RATE CONTRACT IS NON - TRANSFERABLE.
25. The tenderers should take care that the rates and amounts are written in such a way that interpolation is not possible, no blanks should be left which would otherwise, make the tender redundant.
26. Duration of contract: -
  - (a) The tenderer is bound to provide subject services to Safdarjung hospital for a period of six months or more at the approved rates from the date of signing of rate contract.
  - (b) The Hospital can extend the validity period of rate contract in public interest in full or in part up, after expiry of contract period when the circumstances so warrants. The tenderer must undertake to hire and launder the linen for the SSB and Emergency Block, Safdarjung hospital at the approved rates during the extended period also.
27. The validity of quotations shall be one year from the date of opening of tender.
28. Any action on any levy imposed by the Govt. of India/ Delhi Govt. from time to time will be authorized extra on demand with adequate proof thereof.
29. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No enquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
30. Any action on the part of the tenderer to influence anybody in the said Hospital will be taken as an offence and the firm will not be allowed to participate in the tender enquiry and their offer will not be considered.
31. Fall Clause- The price charged for the services, under the reference, by the supplier shall in no event exceed the lowest price at which the firm provides the services of same identical description to any other person/organization/Institution during the currency of the contract as per fall clause adhered by D.G.S.& D. If at any time, during the said period the firm reduces the said prices of such services or offers such services to any other person / organization / Govt. Institution / Co. Operative Stores at price lower than the quoted price, the firm shall forth with notify such reduction to the Medical Superintendent, Safdarjung hospital, New Delhi and the price payable for the Items supplied after the date of coming into force of such Reduction shall stand correspondingly reduced for Safdarjung hospital. The firm should attach an undertaking on non-judicial stamp paper of Rs.10/-duly attested by the notary to this effect otherwise quotation shall be summarily rejected.
32. Payment of the approved vendor for Hiring and laundering of linen for the SSB and Emergency block at Safdarjung hospital, New Delhi shall be made through electronic clearing system. In case of cheque, the same will be dispatched through registered post and postal charges shall be deducted from their bills.
33. TERMS OF PAYMENT

- A. The monthly bills will be raised by the vendor, based on actual worked one during the said month. Payment will be made every month subject to production of satisfactory performance report along with the bill.
- B. The hire charges payable to the vendor in a month during the term of this agreement during such month will be calculated in the following manner:
- i) The vendor shall calculate the sample weight in kilo gram of each type of linen constituting the Hospital Linen by taking the average of weights of 10 (ten) brand new pieces of such type of linen (Sample weight). If there is a change in the linen constituting the hospital linen on any account including type, quality, brand and /or the material, in accordance with this agreement, the Sample weight will change and fresh measurement to calculate the new sample weight will be under taken by the bidder and the value determine dafter such measurement shall be used as the value of Sample weight for the period following such change.
  - ii) Upon the expiry of each month and no later than five days thereafter, the bidder shall calculate the statistical weight of each type of Hospital Linen collected, processed and supplied by the vendor at the central Linen store of the hospital premises during such month. Thereafter, the statistical weights of different types of Hospital linen collected, processed and supplied by the vendor at the Central linen stores at the Hospital Premises during such month shall be added together to derive the statistical weight of the total hospital linen for that month.
  - iii) The total statistical weight will then be multiplied by the per Kg hire charge for such month to arrive at them monthly hire charges payable by the Hospital to the vendor for such month.
34. Format for submitting financial bid:  
Offer should be quoted as per enclosed format at Annexure- I strictly as per tender specification only in two bid system as under:
- (i) Financial bid for the work of collection from the patient care areas to the dirty store, transportation of dirty linen, washing of dirty linen, drying, Calendaring / pressing, mending & folding, transport of clean linen from remote site laundry to linen store, Distribution of clean linen from the clean linen store to the patient care are as & other responsibilities as mentioned under scope of work and responsibility.
  - (ii) The price comparison will be made on per kilo gram of dry weight of linen.
  - (iii) Payment will be made every month subject to production of satisfactory performance report along with the bill.
  - (iv) No escalation of rates quoted will be allowed during the period of the contract and during the extension period.
35. The tenderer shall furnish following certificates invariably along with techno-commercial bid, as applicable, otherwise quotation shall be summarily rejected:-
- a. A declaration by the proprietor of the firm, incase, the firm is proprietorship firms on non-judicial stamp paper of worth Rs.100/- duly attested.
  - b. An attested copy of partnership deed duly registered by the Registrar of Firms, incase, of partnership firm.
  - c. An attested copy of article of memorandum with constitution of firm and guidelines, incase, of private limited firm with name, photo & signatures of all MSs.
- Mechanized laundry with capacity to process Two tonne linen per day.(Documentary proof required). The plant should have for facilities for providing good quality water for washing, an in house boiler for providing steam and zoning of dirty and clean areas. Safdarjung hospital reserves the right to inspect the premises of the laundry to verify the above mentioned parameters.
36. The bidder should not have incurred any loss in the last three years ending 31<sup>st</sup> March 2017. This should be duly certified by a Chartered Accountant.
37. The bidder should have sufficient number of Technical and Administrative employees for the proper execution of the contract. The applicant should submit a list of all these employees along with their designations.
- 38 The bidder should follow all the labour laws like ESI, EPF, Minimum wages etc. and have to submit documentary proof of registration of firm with these departments.
- 39 The Bidder should also submit a list of organizations where it is providing Linen management services in the last three years. Proof of successful execution along with certified copies of the award of work / Agreement of the above mentioned works along with satisfactory performance report should be submitted. Satisfactory performance report of the works where the firm is currently executing the work must also be submitted along with the bid. The client reserves the right to verify the performance of the bidder from these users by site visitor any other method and if it is

observed that the services of the bidder with any of the current users is not satisfactory then the bid will be rejected and no communication in this regard will be entertained.

40. The service provider shall furnish a non-blacklisting / non-debarring certificate that they have not been blacklisted in the past 03 years by any government / Private institution. The service provider should also furnish a certificate stating that the agreement/contract of the firm has never been prematurely terminated for poor performance of work. The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/-duly attested by notary that there is no vigilance/CBI case pending against the mand they have not been blacklisted/debarred by any Govt. or Private Organization and that their contract/agreement has never been terminated for poor performance of work in the past 3 years.
41. Any person who is in Govt. Service anywhere or an employee of the institute should not be made a partner to the contract by the bidder directly or indirectly in any manner whatsoever.
42. If any information furnished by bidder is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the institute.
43. The bidder shall comply with the labour laws applicable and Institute shall not be responsible for any litigation/default from agency side.
44. Technical presentation:

The bidder shall also have to make a detailed presentation as part of technical evaluation regarding the execution of work, with emphasis on the personnel to be deployed, their distribution, equipment and its utilization, consumables and chemicals to be used, Standard operating procedures and reporting mechanisms to assess quality of work. Failure to satisfy the Hospital authorities and inability to submit a detailed plan of action regarding the execution of work will lead to rejection of the firm.
45. Organizational Information:

Bidder is required to submit online the following information in respect of his organization as per Annexure II.

  - (i) Name & Postal Address, Telephone & Fax Number etc.
  - (ii) Copies of original documents defining the legal status, place of Registration and principal places of business.
  - (iii) Names & Title of MSs and Officers to be concerned with the work, with designation of individuals authorized to act for the organization.
  - (iv) Information on any litigation in which the applicant was involved during the last five years, including any current litigation.
  - (v) Authorization for employer to seek detailed references.
  - (vi) Number of Technical & Administrative Employees in parent organization, subsidiary company and how these would be involved in this work.
  - (vii) Information regarding the business name, constitution of the firm and registration of the firm.
  - (viii) Total number of employees along with their designations engaged by the bidder for the said work.

#### 46 Performance Security

- i. The successful bidder will submit performance security equivalent to 10% of the total contract value of one year in the form of bank guarantee/FDR from any scheduled bank. The performance security shall be furnished with in twenty-one (21)days or earlier from the date of receipt of letter of acceptance from the Hospital.
- ii. The performance security shall remain valid for a period of 3 months excess beyond the date of completion of all contractual obligations of the contract.
- iii. Failure of the bidder to submit the above-mentioned Performance Security shall constitute sufficient ground for the annulment of the contract and for feature of the Bid Security.

#### 47. Tender Evaluation Process:

- (a) The bidder should fulfill all the eligible criteria for qualification. Only such bidders who fulfill these criteria will be technically shortlisted (check list enclosed for ready reference at the end) for opening of the price bids.
- (b) Only such bidders who have fulfilled all technical requirements shall be Short listed for opening of the price bids. The bidder will further be liable for disqualification if it has:
  - i) False representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
  - ii) Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
  - iii) If the applicant, or any constituent partner in case of partnership firm, has been debarred / black listed or terminated for poor performance by any organization or convicted by a court of law, their application will be summarily rejected.
  - iv) The bidder will also have to make a detailed presentation regarding the execution of work.
- (c) All applicants who qualify based on Technical Bid shall be informed to attend the price bid opening on prescribed date and time.

## **SCOPE OF WORK & RESPONSIBILITY**

1. The vendor shall be responsible for providing of Linen on Hiring basis as per the specifications of all linen items as per the specifications mentioned in Table 2 and 3.
2. The approved vendor shall carry out the work of collection from the patient care areas to the dirty store, transportation of dirty linen, washing of dirty linen, drying, calendaring/pressing, mending & folding, transport of clean linen from remote site laundry to linen store, Distribution of clean linen from the clean linen store to the patient care areas.
3. The vendor shall maintain two stores: one for clean linen and the other for dirty linen at the premises of the hospital.
4. The vendor shall be responsible to tag the linen with RFID tags. 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.
5. The laundry where the vendor shall process the linen shall be owned and operated by the vendor and it should be situated in the National Capital Region. The laundry plant should be a mechanized laundry with capacity to process linen per day as per requirement. The plant should have for facilities for providing good quality water for washing, an in house boiler for providing steam and zoning of dirty and clean areas.
6. The firm should maintain a stock of clean linen equivalent to the requirements of five days at the hospital. The exact numbers for each linen item for this purpose will be calculated and provided to the vendor. The vendor shall maintain a stock of the same at the clean linen store of the hospital.
7. The vendor will collect dirty linen and supply clean linen at least once in a day on all days of the calendar year during the contract period. The timings will be informed to the vendor by the Hospital. WORK LOAD: The quantity of linen items to be washed is expected to be as per the quantities per day mentioned in the BOQ.
8. Hard top completely covered motorized vehicle and drivers for transport of dirty linen from central collection point to the laundry and transport of clean linen from laundry to the central collection point shall be provided by the vendor. There should not be any intermixing of clean and dirty linen during transportation.
9. Separate color coded bags and color coded carts for transport of dirty & washed linen will be provided by the vendor. The washing and maintenance of these carts shall be the responsibility of the vendor. These carts will be used for transporting the linen from the patient care areas to the linen store and vice versa. The carts to transport soiled linen should be appropriately cleaned and disinfected.
10. The vendor should provide manpower for collection and distribution of linen at the hospital, maintenance of linen stores at the hospital and counting of the dirty and clean linen at their own cost. The cost of the same shall not be borne by the Hospital.
11. The vendor shall also be responsible for regular microbial testing of the processed linen being supplied to the Hospital.
12. The Hospital also reserves the right to do an in-house microbial testing or any other test on the processed linen on a regular basis and as and when it deems fit.
13. Standard universal precautions to be followed while collecting & handling infected/soiled linen.
14. Bio-Medical Waste management rules, wherever applicable shall be followed by the vendor.
15. Site visit: Interested vendors can visit the centre for inspection and to collect all the Information necessary for proper assessment of the prospective assignment. Bidder shall be deemed to have full knowledge of the site whether he inspects or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.
16. The manpower engaged by the bidder for operation of the proposed work shall wear a distinct dress & identity card issued by the firm so that they can be easily identified. It will be the responsibility of the contractor to provide the uniform and identity cards and ensure compliance with this clause.
17. The bidder shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.
18. Medical examination of staff: The vendor shall employ only those persons for the above mentioned work 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 Safdarjung hospital on medical examination of such Employees, shall be borne and paid by the vendor. The employer shall ensure that all employees are vaccinated for Hepatitis-B. A certificate by an appropriate hospital or Doctor shall be submitted to authenticate the same.

19. **Wages to employees and Insurance:** The vendor shall comply with the laws applicable to employees working in the laundry regarding working hours, minimum wages, safety, cleanliness, leave, overtime allowances, provident fund, retrenchment benefit, medical benefit like ESI etc. If on account of non-compliance with the provisions of any such laws, Safdarjung hospital is called upon to make any payment to or in respect of his employees, the vendor shall fully reimburse to Hospital all such payment and Hospital shall be free to make deductions on this account from the amount of Security Deposit/performance security. In case of deduction from the performance security, the vendor shall immediately pay to the Hospital such amount as may be necessary to make up the required Deposit. Deduction may also be done from the monthly bills which may be payable by Hospital to the vendor. The vendor will sign an Indemnity Bond in favor of Safdarjung hospital, to this effect.
20. **Load of dirty linen** shall be approximately 3500 Kg per day.
21. **Timings of Collection of Linen(Indicative)**
  - i. From OTs : Collection of linen will take place from 9-10 AM, 2-3 PM and 6-7 PM all days
  - ii. Collection of linen from ICUs : will take place from 11 AM to 12 noon all days
  - iii. Collection of Linen from wards, OPD & other area: will take place from 10 AM to 12 AM all days
22. **Timings of Distribution of Linen(Indicative)**
  - i. Distribution of Linen to OTs: Distribution of Linen will take place from 8 AM to 9 AM all days in morning
  - ii. Distribution of Linen to ICU: Distribution of Linen will take place from 9 AM to 10 AM all days in morning
  - iii. Distribution of linen to wards, OPD & other area: Distribution of Linen will take place from 10 AM to 2 PM all days
23. **Bidder has to quote unit rate for all linen separately in Vol-II (Price Bid).** This unit rate for each linen item must be inclusive of the cost of manpower, consumables, fuel, any other recurring cost incurred for the **collection, sorting, washing, drying, ironing, packing, storage, distribution, quality control, routine cleaning of laundry premises including equipment etc** of the complete laundry system as per SOP prescribed in tender.
24. **The approved vendor will carry out all the work related to linen washing including collection of dirty linen from all areas of the hospital to the laundry and distribution of clean laundry to the various areas of the hospital.**
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 concerned 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.**
26. Daily record during collection of dirty linen items/distribution of cleaned / washed and ironed linen items should be maintained in the department-wise registers duly signed by the representative of contractor and department official, who is looking after the day to day transaction of such linen items.

TableNo.1:Key Performance indicators:

| S.No. | Indicators  | Frequency(TAT)                    | Tools for measuring compliance   |
|-------|---|-----------------------------------|--|
| 1.    | Cleaning of Cloth/Linen Carrying Trolleys and bags(if reusable)   | Once daily and as and when needed | No litter, No surface Stains. No dust, No Odour. Check list, activity logs & Feedback, Inspection reports. |
| 2.    | Repair & Maintenance of Linen Trolley   | As and when needed                | History Card, log book as per approved format.   |
| 3.    | Collection of dirty linen from the central linen store and supply of clean linen to the central linen store from the remote laundry | Once daily at specified times.    | Log book/RFID reports as per approved format   |
| 4.    | Distribution of Patient Linen in  | Once/ Twice Daily and             | Check list, Inspection & Feedback,   |



|    |   |  |  |
|----|---|--|--|
|    | All patient care areas as per the time specified by the Hospital.   | As and when required   | RFID   |
| 5. | Distribution of staff linen to patient care areas <ul style="list-style-type: none"> <li>• Wards: Once Daily</li> <li>• OT &amp; ICUs: Twice Daily</li> </ul>   | Once daily forwards and Twice daily from OTs & ICU and as and when required  | Check list, Inspection & Feedback  |
| 6. | Collection of linen from ward areas once daily and twice daily from the OTs and ICUs to the central store.  | Once daily for wards and Twice daily from OTs & ICU and as and when required | Check list, Inspection & Feedback  |
| 7. | Checking the was held in enfor cleanliness under the following parameters: <ul style="list-style-type: none"> <li>•Whiteness: Reflectance value:&gt;/-85</li> <li>•No Yellowing / Greying</li> <li>•Stains: Upto 3 cm in 5% of washed linen.</li> </ul> <p>Nostain&gt;3cm will be acceptable in any cloth.</p> <ul style="list-style-type: none"> <li>•Odour: No odour</li> <li>•Discoloration: 0%</li> <li>•Moistlinen:0%</li> </ul>               | Once daily & as and when required  | Checklist, Inspection and feedback.<br>For checking these parameters, random check of 10-100 pieces will be done where in linen will be picked randomly from the washed and processed linen and percentage will be calculated. |
| 8. | Checking the washed linen for damage under the following parameters: <ul style="list-style-type: none"> <li>•Cuts/Holes <ul style="list-style-type: none"> <li>▪ Holes&gt;2cm.not allowed in any linen</li> <li>▪ Holes&lt;2cm.allowed in 1% of linen</li> <li>▪ No holes allowed in linen of OTs and ICUs.</li> </ul> </li> <li>•Tears/ Torn Linen: No torn linen will be acceptable.</li> <li>•No patchwork</li> <li>•Part replacement</li> </ul> | Once daily & as & when required  | Check list, Inspection & Feedback. For checking these parameters, random check of 10-100 pieces will be done where in linen will be picked randomly from the washed and processed linen and percentage will be calculated.     |
| 9. | Microbial testing reports of the  | Weekly.  | Reports  |

|     |   |   |  |
|-----|---|---|--|
|     | Linen being supplied to the Hospital  |   |  |
| 10. | Washing cycle reports: chemical dispensing reports, washing cycle parameters, water quality reports (Hardness and PH) | Daily reports to be submitted on a weekly basis | Reports                                      |
| 11. | Number of damaged packaging of processed linen not more than 1%   | Daily   | User's feedback, inspection of clean stores. |
| 12. | Stock report of clean processed linen in the hospital store   | Daily   | RFID report, inspection.                     |

### Penalty

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

1. Vendor has to meet and follow SOP for laundry laid by the institute (including infrastructure, equipment, manpower & Quality control and assurance for the maintenance and operations of laundry services etc.) and not following the standards will lead to a penalty of Rs 500per instance.
2. Linen stock should be supplied and maintained at the hospital store as per the requirement. If the vendor fails to do so, the Hospital shall be entitled to impose penalty equal to amount of Rs.5000 per day will be imposed.
3. The laundry area may be inspected periodically by the Hospital management and on satisfactory report, bills will be processed for payment.
4. If washing of the linen is not up to satisfaction of the Hospital authorities as mentioned in Key performance indicator clause 7 & 8 based up on inspection by the designated official a penalty of Rs. 5000 per instance will be imposed.
3. Any complaint has to be redressed within 24 hours
4. 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.
5. A penalty of Rs. 5000 per adverse report (average and poor will be considered adverse report) based on the fortnightly/monthly feedback report from all the user are as on Turnaround time (TAT) and Key Performance Indicators (KPI) will be imposed.
6. The institution reserves the right to impose penalty of Rs.1000 per instance of delayed deliveries from the stated time frame or distribution of linen as reported by the user departments in their fortnightly reports or feedback.
7. On inspection if it is found that the trolleys & linen carts as well as the vehicles used for transporting linen are not cleaned properly, a penalty of Rs.1000 per instance will be imposed.
8. If any intermixing amongst clean and unclean/ soiled/ infected linen is found at any point of process, a penalty of Rs. 20000 will be imposed.

9. If any employee working for the service provider is found on duty not in the approved uniform, a penalty of Rs.500 per employee will be imposed per instance. The contract or of the firm will not recover the same from the worker, if the same is found to be occurring, then a penalty of Rs.10,000 will be imposed on the contractor.
10. For any other breach, violation or contravention of any terms and conditions contained here in a penalty of Rs 5000 will be imposed per day.
11. Non maintenance of records related as mentioned up to date at the time of Inspection, a penalty of Rs.1000 per record will be imposed.
12. The Hospital also reserves the right to do an in-house microbial testing of the processed linen on a regular basis and as and when it deems fit. If the linen supplied is found beyond the approved limit, the Hospital shall impose a penalty of Rs.5000 per piece of linen found contaminated. It shall be the responsibility of the vendor to recall the entire load/batch of linen supplied which was found to be harboring microbes.
13. Non submission of microbial testing report to the authorized official, will lead to a penalty of Rs.1000 per instance.
14. Non submission of any report as per clause 5 of the tender to the Hospital, will lead to a penalty of Rs.1000 per instance.
15. Any employee working for the contract or deputed in the SAFDARJUNG HOSPITAL premises is not immunized for Hepatitis B; a penalty of Rs.2000 will be imposed.
16. In case the services remain unsatisfactory for more than one week as per the terms & conditions, a penalty of 5% of the annual contract value will be imposed.
17. The amount payable for the preceding month will only be released after certification of satisfactory performance. Penalty will be recovered from the preceding month bill or from the performance security. In case it is recovered from the performance security than the firm will have to deposit the corresponding amount before release of further payments.
18. Some other instances in which penalty at the rate of Rs.500 per instance would be imposed are enumerated below (but these are not exhaustive and penalty may be imposed on any violation breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
  - a) If the personnel working in laundry are not found in proper uniform man displaying their photo identity card.
  - b) If any worker employed by the firm is found indulging in theft of any nature.
  - c) If the personal Hygiene of any employee is found unsatisfactory.
  - d) If the personnel is found indulging in smoking / drinking/ sleeping during duty hours.
  - e) Penalty will also be imposed if the behavior of personnel (s) found is discourteous to any one in the hospital including staff or patients.
  - f) If any personal found performing duty by submitting a fake name and address.
  - g) If any personnel found on duty other than those mentioned in the approved list as supplied by the vendor to the Hospital authorities.
  - h) In case of any damage/ loss/ theft of property attributed to the personnel deployed by the Service Provider the cost of the same will be recovered from the service provider.

### **Standard Operating Procedure(SOP) for Laundry**

1. The laundry facility for Safdarjung hospital should be designed for efficiency in providing hygienically clean linen.
2. A laundry facility is to be partitioned into two separate areas - a “dirty” area for receiving and handling the soiled laundry. Ideally, soiled and cleaned linen areas should be separated by a physical barrier. The partition (barrier wall) made of a non-porous material, should be from floor to ceiling, preventing air/dust contaminating the clean area.
3. The layout design for dirty and clean area of laundry to be approved by the consignee.
4. To minimize the potential for recontaminating cleaned laundry with aerosolized contaminated areas receiving contaminated linen ideally should be at negative air pressure relative to the clean areas (airflow should be from clean to dirty areas at all times).

5. Laundry at Safdarjung hospital will run minimum from 8 AM to 8 PM on all days (365 days) and in case of emergency/disaster 24x7.

### **Inventory management in laundry**

- 1) Inventory management of linen which are to be processed in laundry will be done in laundry premises, Safdarjung hospital.
- 2) Linen items will be issued to the in-charges of various areas/ wards from laundry, after tagging.
- 3) Proper records inclusive of number of linen, type of linen, name & ID of the person indenting the linen and name & ID of the person receiving the linen will be maintained.
- 4) Indenting of inventory will be done by authorized personnel of Safdarjung hospital.
- 5) All the linen sent to laundry will be checked by contractor for any defects (torn, stained etc.) and if any defect is found then it will be replaced by the bidder from the inventory and the same will be updated in records. If any defect is found by the in-charge from the user area the defective piece will be sent back to the laundry and the record of the same to be maintained

### **Collection of dirty linen from various areas of the hospital**

1. Contaminated linen should be handled with minimal agitation to avoid contamination of air, surfaces and persons.
2. Linen which is heavily soiled with blood or other body fluids, or other fluids which could leak and further contaminate other linen, shall be contained within suitable color-coded impermeable, water-tight bags which should be labelled and securely closed.
3. The linen shall be free from foreign materials such as sharp objects (e.g. hospital sharps and glass) metal objects, food remnants and paper products (including tape and plaster). Linen should be visually inspected at all levels (wards, OT, ICUs, etc) to ensure that it is free from these foreign materials.
4. Linen not contaminated with blood or other body fluids may be segregated, placed into appropriate laundry bags/containers and securely closed.
5. Trolleys used for collection of dirty linen should be covered all times.
6. Colour of the trolley for collection of linen should be different from the ones used for distribution of clean linen.
7. Personnel handling dirty should wear gloves, gowns and masks.
8. Proper, legible & clear records to be maintained at the time of receiving linen from various areas. Records should be inclusive of (Number of linen received, types of linen received, Condition of the linen received, Name of the person delivering the linen, Name of the person receiving the line) Damaged, torn linen received from any of the areas should be immediately communicated to the in-charge of the respective area.
9. Details of the personnel giving and receiving linen must be recorded in a log book along with their signatures, ID number and full name.
10. Linen received from various areas should not be mixed and items must be returned back in the same manner

### **Timings of Collection of Linen**

- i. From OTs : Collection of linen will take place from 9-10AM, 2-3PM and 6-7pm all days
- ii. Collection of linen from ICUs : will take place from 11 to 12 noon all days

iii. Collection of Linen from wards, OPD & other area: will take place from 10AM to 12noon all days

### **Collection of Linen**

1. Soiled and clean linen should be transported in different coloured trolleys, bins, bags or other transport means, including vans or other motor vehicles.
2. Bags/containers containing soiled linen should be handled carefully to avoid damage and the release of possible contaminated aerosols into the air.

### **Unloading and storage of soiled linen at laundry premises**

It shall be ensured all times that dirty linen when unloaded for wash shall be stored in an area separated by a barrier wall, and should not come in contact with clean linen.

### **Sorting of dirty linen**

1. Sorting of dirty linen for washing is one of the most important operations in the linen process.
2. Sorting shall be according to soil quantity (e.g. light, heavy, foul), time taken to process (i.e. whether large or small item), nature of process (e.g. dry folded, flatwork, starched, unstarched), fibre type, fabric structure, garment structure, color, color fastness of dyes, soil type
3. Proper, legible & clear records to be maintained of the type of linen and number of linen received at the receiving counter of the laundry .

### **Linen Processing:**

#### **Decontamination, Disinfection and Washing Requirements**

##### **1. The minimum requirements for washing and disinfection are:**

- a) Alkali – for soil removal and suspension
- b) Liquid surfactant or detergent – for removal of soil and prevents re- soilage
- c) Chlorine bleach/peroxide bleach – for disinfection and whitening
- d) Neutralizer – for souring/neutralizing after bleaching
- e) Fabric softener if applicable.

##### **The recommended wash cycle is as follows:**

- a. Pre-wash
  - i. Wetting (flushing)
  - ii. Pre-wash 1 (alkali)
  - iii. Prewash 2 (rinsing)
- b. Main wash (using detergent or surfactant) with minimum temperature and wash time
- c. Rinsing cycle:
  - i. Rinse 1 (with bleach)

- ii. Rinse 2 (water)
- iii. Rinse 3 (neutralizer and/or fabric softener)
- d. Water Extraction
- e. Separation
- f. Drying
- g. Tumble drying is preferred over other methods.
- h. Ironing

### **Thermal disinfection**

**a.** Soiled linen that is to be thermally disinfected shall be washed so that the temperature of the load is maintained at a minimum of 65°C for not less than 10 minutes, or at a minimum of 71°C for not less than 3 minutes. It is known that 60°C for 30 minutes kills HIV, 70°C for 10 minutes kills vegetative microorganisms and 98°C for 2 minutes kills the Hepatitis B virus.

**b.** If the thermal stability of the soiled linen is such that temperatures above 71°C are permissible, the time for disinfection may be appropriately reduced.

**c.** The loads used in the machines should be as specified by the manufacturers' recommendations. The proper function of the machines such as the time and temperature of cycles should be checked regularly with calibrated instruments. Any sensing elements should be placed so that they measure the actual wash temperature (i.e., the temperature of the water in contact with the load).

**d.** As it will take time for heat to penetrate the load, an allowance for mixing time and load level shall be made to ensure that the load is maintained at the correct temperature for the minimum time period. For low loading 4 minutes shall be allowed, and for high loading 8 minutes. The minimum time/temperature combinations are therefore—

i. 65°C maintained for not less than 10 minutes; minimum cycle time 14 minutes for low loading or 18 minutes for high loading; or

ii. 71°C maintained for not less than 3 minutes; minimum cycle time 7 minutes for low loading or 11 minutes for high loading.

e. Steam or Gas may be used as heating elements.

### **Chemical disinfection**

**a.** Soiled linen that is heat sensitive and cannot be thermally disinfected shall be washed using a wash cycle and appropriate chemicals registered with the Food and Drug Administration.

**b.** No chemical listed as prohibited or banned by the national regulations from environment point of view shall be used.

### **Storage and delivery of clean linen**

Cleaned linen should be stored in a clean, dry place in a manner that

i. Is distinctly separated from soiled linen;

ii. Prevents contamination (e.g. by aerosols, dust, moisture and vermin); and

iii. Allows stock rotation, so that the oldest stock may be used first.

iv. Laundered linen after delivery should be stored on non-porous, clean shelves.

It is highly recommended that healthcare facilities shall maintain at least 5 par stock level in all user areas

### **Packing and delivery**

Depending on the size of the delivery and the nature of the items to be delivered, cleaned linen which is to be returned to the client should be packed (either loose or tied in bundles) into

- i. Clean trolleys, bins, baskets and covered to prevent soilage, or
- ii. Clean bags and securely fastened.

### **Timings of Distribution of Linen (Indicative)**

- i. Distribution of Linen to OTs: Distribution of Linen will take place from 8AM to 9AM all days in morning
- ii. Distribution of Linen to ICU: Distribution of Linen will take place from 9AM to 10AM all days in morning
- iii. Distribution of linen to wards, OPD & other area: Distribution of Linen will take place from 10AM to 2PM all days

### **Quality Control**

1. As a matter of good laundry practice, the laundry shall have ongoing Quality Control programs that record and monitor all key laundry processes. The programs shall include clear procedures for—
  - a. achieving and maintaining effective washing, disinfection, drying, finishing as well as appropriate product life;
  - b. preventative maintenance systems that ensure correct and safe operation of all plant and equipment including appropriate calibration of all key equipment such as water level controls, temperature controls and other process timer controls that ensures compliance and process stability.
2. Microbiologic Sampling of Linen: Will be done once in six months.
3. Laundry Premises should be clean and Hygienic always 24x7
4. Transport Trolley and all other trolley (Both for dirty and Clean Linen) should be maintained in cleaned and hygienic on daily basis. Transport trolley for both clean and dirty linen should be of different colour .

**Washed linen to be checked for following parameters:**

- a) Whiteness: Reflectiveness value: minimum 85 % No yellowing or greying
- b) Stains: Upto 3 cm stain in 5% of washed linen. No stain >3cm will be acceptable in any cloth
- c) Odour: No Odour
- d) No Discoloration
- e) No Moist linen
- f) No cut/ holes > 1 cm allowed in any linen
- g) No holes allowed in linen of OT & ICUs
- h) Tears/Torn linen : No torn linen will be acceptable

For checking the above parameters the linen will be randomly inspected and if more than 2% of the inspected linen has above defects the penalty will be liable at each instance.

**Washing Chemicals/Detergents/Etc**

The vendor shall be responsible for procurement of all the detergents/washing chemicals etc. 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. All the Washing Chemicals/Detergents/etc has to be in liquid form.

**Other parameters for Quality Checks to be checked**

- a) Checking the pH (Range should be within 6.5 to 8.2) of wet linen at the end of the process: Clear, legible, orderly record to be maintained and to be produced when asked.
- b) Checking the hardness (Calcium& Magnesium) of water being used to wash the linen (Limit 50- 100 PPM) : checks to be done at the input point , during the process & output point. Clear , legible, orderly record to be maintained and to be produced when asked
- c) Clear, legible, orderly records of linen being sent for the rewash, repair, discarded to be maintained and to be produced when asked
- d) All the chemicals, detergents, alkali, neutralizers, softeners, etc should be of OEM approved brands.
- e) Proper record to be maintained of any repair, replacement of any item of any machine, equipment etc
- f) No dirty linen should be left in laundry before the closing of the same.

For checking the above parameters the linen will be randomly inspected and if the inspected linen has above defects the penalty will be liable at each instance.

**Recommended Personal Protective Equipment in the Workplace:**

1. Personnel assigned to area/s where used or infected linen is processed should use Personal Protective Equipment
2. PPE worn in the dirty area should not be worn in the clean area.
3. In area/s where clean linen is sorted, pressed, folded, and packed, personnel should wear cap or hairnet, mask and gloves. Clean protective cotton gloves may be used when handling flatwork ironer and automatic folder.



## **Personnel Training and Education**

1. The laundry manager shall have appropriate knowledge of the potential infectious hazards of soiled linen; regular information and education should be given to laundry staff about potential infectious hazards and techniques to prevent the spread of micro-organisms in the environment to finished linen and to themselves, as well as safe and appropriate handling procedures for soiled and clean linen. An orientation/training module designed for the laundry staff is to be implemented in the facility as part of infection control training.
2. The key staff members are fully trained in appropriate laundry skills and technology; those skills should be maintained by ongoing training and supervision; only appropriately trained personnel handle and store chemicals.
3. Instruction to staff in personal hygiene, particularly the need for hand washing after handling soiled linen or removal of protective clothing.
4. Medical evaluations of staff is mandatory before placement to ensure that personnel are not placed in jobs that would pose undue risk of infection to them, other personnel, patients, or visitors. All personnel must have a medical record kept upon employment. The record should contain the following, among other pertinent data:
  - a. Presence or absence of symptoms attributable to, and past history of tuberculosis, viral hepatitis, mumps, measles, rubella, varicella, sexually-transmitted infections.
  - b. Presence or absence of an immuno-compromised state
  - c. Immunization history.
  - d. Complete physical examination.
5. Periodic evaluations may be done as indicated for job reassignment, for ongoing programs or for evaluation of work-related problems.
6. The staff needs to report all infections such as gastroenteritis, dermatitis, pustules, skin lesions and boils and seek immediate medical attention.
7. Occupational exposures including needle stick injuries should be immediately reported to the supervisor and/or to the Infection Control officer of the facility. A sharps container should be available in the sorting and wash area.
8. Immunization requirements for linen and laundry personnel should be undertaken

**It will be the responsibility of the contractor to abide by the SOP laid down for laundry by the Safdarjung hospital and to adopt to changes in SOPs from time to time. To monitor compliance to the SOP spot checks will be undertaken by Safdarjung hospital personnel.**

### **.OTHER TERMS & CONDITIONS:**

1. The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 (if applicable) and also submit a copy of such license duly attested to the Hospital. No payments would be released till the contract license is submitted to the Hospital. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard.
2. If any complaint of misbehavior and misconduct by personnel of the service provider comes into the knowledge of the Hospital authorities then responsibility for all such activities shall be of the service provider and any loss owing to negligence or mishandling by the personnel employed by the service provider, the service provider shall himself be responsible to make good for the losses so suffered by the Hospital.
3. The Hospital will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor.
4. The contract can be terminated by the first party (MS, SAFDARJUNG HOSPITAL, New Delhi) by giving three months notice. The second party (the service provider) if so desire to terminate the contract will be required to give six months notice or till Hospital is able to make alternative arrangements, whichever is earlier.
5. In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
6. The agency shall not engage the personnel below the age of 18 years. All the personnel deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in the Hospital. Persons at higher risk should be vaccinated against Hepatitis 'B'.
7. The firm will verify the antecedents of all employees working in the Institute, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list

containing the names/addresses of the personnel appointed by the agency shall be made available to the Institute Authorities with their bio-data within 10 days from the date of deputing.

8. In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the Contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
9. The institute shall not provide any sort of accommodation to the staff or person deployed by the contractor and no cooking/lodging will be allowed in the premises of the institute at any time.
10. Institute will decide the timing of collection of linen, to be followed by the vendor (Delivered within 24 hrs of collection).
11. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the institute premises and near to it.
12. Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as and when required.
13. If as a result of 'post payment audit' any over payment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the 'Hospital' from the Service Provider.
14. The bidder shall not engage any sub-contractor or transfer the contract to any other service provider.
15. The service provider has to maintain all the appropriate records at his own cost as required by various Government departments. In case of any violation of any statutory provisions under any applicable law related to the work, the liability of the same shall devolve on the contractor and not on Hospital administration.
16. The service provider shall be responsible for all acts of omission/commission in the Hospital by their employees during the course of discharge of their duties at the Hospital. All India Hospital of Medical Sciences, New Delhi will not be responsible for any mishap while dealing with the sanitation and house keeping work during the described scope of work because of such acts of omission/commission.
17. Persons suffering from contagious or infectious disease shall not be employed or permitted to work in SAFDARJUNG HOSPITAL. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the SAFDARJUNG HOSPITAL on medical examination of such employees, shall be borne and paid by the vendor.
18. The service provider will be required to remove or replace any of its personnel whose duty has not been found satisfactory or whose presence in the Hospital premises is considered undesirable by the authorities.
19. The service provider's work shall be executed under the Laundry Manager/Supervisor of the SAFDARJUNG HOSPITAL. The service provider shall make arrangements to appoint Supervisor(s) at his own cost & provide them with a mobile connection. The complaints regarding the sanitation & housekeeping services made at the centralized control room/desk and shall be directed to the supervisor and he must ensure speedy redressal.
20. The Service Provider shall issue EPF Pass Book/ESI card to every work errand shall supply the Code Number allotted by the local ESI/EPF authorities. The Service Provider shall ensure compliance within 90 days of the award of work.

21. The contractor will be solely responsible for the compliance of all statutory regulations applicable to the contractor/labour as also other Central & State Government statutory regulations associated with such work. If on account of non-compliance with the provisions of any such laws, SAFDARJUNG HOSPITAL is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to Hospital all such payment and Hospital shall be free to make deductions on this account from the amount of Security Deposit, in which case, the service provider shall immediately pay to the Hospital such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Hospital to the service provider. The service provider will sign an Indemnity Bond in favor of SAFDARJUNG HOSPITAL, to this effect. No liability whatsoever shall attach to the SAFDARJUNG HOSPITAL on account of or any failure on the part of the service provider to observe these regulations.
22. The personnel deployed shall be employees of the contractor and all statutory liabilities such as ESI, EPF, Workmen's compensation as per relevant statutory Act, etc shall be paid by the bidder. The list of personnel to be deployed shall be made available to SAFDARJUNG HOSPITAL and if any change is required on part of SAFDARJUNG HOSPITAL, afresh list of personnel shall be made available by the bidder after each and every change. The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum wages Act, Contract Labour (Regulation and abolition) Act, ESI, EPF and various other Acts as applicable from time to time with regard to the personnel engaged by the bidder for the SAFDARJUNG HOSPITAL. Bidder shall provide IP number allotted by ESI authorities for each and every employee deployed by the bidder at SAFDARJUNG HOSPITAL against the contract.
23. It shall be the duty of the service provider to get EPF code number allotted by Regional Provident Fund Commissioner (RPF) against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month. Particulars of personnel engaged for the SAFDARJUNG HOSPITAL works are required to be submitted to the SAFDARJUNG HOSPITAL. In the eventuality of the bidder failing to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the MS SAFDARJUNG HOSPITAL is entitled to recover equal sum of money from any payment due or accrue to the bidder under this agreement or any other contract with RPF, with an advice to RPF, duly furnishing particulars of personnel engaged for the SAFDARJUNG HOSPITAL.
24. The payment against bills shall be made every month by SAFDARJUNG HOSPITAL. The bill has to be accompanied by exact data as per Annexure 'I' which have to be certified by authorized representative of SAFDARJUNG HOSPITAL on a monthly basis. The service provider shall disburse the wages to its personnel deployed in the SAFDARJUNG HOSPITAL every month through ECS. The service provider shall ensure that all personnel deployed have valid bank account and payment is made to their accounts every month and certified copy of payment has to be submitted along with the bills by 15<sup>th</sup> of every month.
25. The Service provider will have to deposit the proof of depositing employee's contribution towards EPF/ESI etc. of each employee in every month.
26. The Service provider shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. The Service provider has to submit adequate documentary proof of depositing of ESI and EPF contributions in concerned authorities and has to obtain an affidavit on non-judicial stamp paper of Rs 10/-that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.
27. As per agreement contract for outsourcing agencies etc the following documents, certificates, affidavits and verification etc are required to be endorsed/sent with the bills submitted for payment.

28. The contract or shall indemnify the SAFDARJUNG HOSPITAL against all other damages/charges and expenses for which the Hospital may be held liable or pay on account of the negligence of the approved contractor or his servants or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
29. If any information furnished by approved contractor is found to be in correct at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Principal Employer.
30. The individual signing the quotation form or any document forming part of the contract on behalf of approved contractor, shall be responsible to produce a proper power of attorney duly executive in his favour stating that the has authority to bind other such person of the firm as the case may be in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the Hospital may, without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership firm, all the partners should sign the quotations. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the agreement on behalf of the company or firm.
31. The workers whose services are provided by the approved contractor, shall at least all times and for all purposes be the employees of the approved contractor and on no account personnel so appointed and recruited by the approved contractor will have any claim for appointment, continuous recruitment or regularization etc. against this Hospital(1<sup>st</sup> party).
32. The provision of appropriate manpower, material supplies, required for performing the above mentioned tasks shall be borne by the contractor.
33. The firm will segregate and replace torn linen.
34. Hospital will decide the timing of collection of linen, to be followed by the vendor.
35. Collection, distribution of clothes should be carried out within the period as specified by Hospital authorities.
36. Every worker engaged in these services shall wear the prescribed neat and clean uniform according to season affixing there on the badge mentioning on the same, the name and designation of the worker provided by the contractor at his own cost.
37. If any complaint of misbehavior and misconduct comes into the knowledge of the Hospital authorities then all such responsibility shall be of the contractor and any loss owing to negligence or mishandling by the laundry staff, the contractor shall himself be responsible to make good for the losses so suffered by the Hospital.
38. The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of Hospital or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the Hospital premises and near to it.
39. No escalation of rates quoted will be allowed during the period of contract. The agency will honour the Fall Clause in case it also gets business in any other establishment.

40. The contractor shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
41. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Arbitrator as appointed by the MS, SAFDARJUNG HOSPITAL.
42. The courts at Delhi/New Delhi shall have jurisdiction in connection with any dispute/litigation arising out of this contract.
43. Risk Purchase:- In the event of the Bidder/Supplier's failure to supply the ordered services as per the contract the Client reserves the right to procure the services from any other source at the Bidder's risk and cost and the difference in cost shall be borne by the Bidder. Further, the purchaser shall retain the right of for feature of Performance Security and or any other action(s) as deemed fit.
44. The client reserves the right to cancel the contract agreement or to withhold the payment in the event of non-commencement or unsatisfactory performance of the work contract. In such eventuality SAFDARJUNG HOSPITAL further reserves to get the work done from some other agencies at the cost of bidding agency. The Agency will also be blacklisted in the Hospital for a period of 5 years from participating in such type of tender and his earnest money/security deposit may also be forfeited.
43. Furnishing of wrong information and false documents will make the bidder ineligible forbidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by the client.
44. The Client (SAFDARJUNG HOSPITAL) reserves the right to:
- Amend the scope and value of any contract under this project.
  - Reject or accept any application without assigning any reasons thereof and c.Reject all applications and cancel the Tender.
  - The Client/Employer/Consultant shall neither be liable for any such actions nor be under any obligation to inform the Applicants.
45. The Service Provider shall deploy his personnel only after the approval of the 'Hospital'.
46. The payment will be released after the deduction of any penalty that may be imposed by the Competent Authority as per contract agreement.
47. In the event of default being made in the payment of any money in respect of wages of any person deployed by the Service Provider for carrying out this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the 'Hospital' may, failing payment of the said money by the Service Provider, make payment of such claim on behalf of the Service Provider to the said Labour Authorities and any sums so paid shall be recoverable by the 'Hospital' from the Service Provider.
48. The Service Provider shall ensure that its personnel shall not at any time, without the consent of the 'Hospital' in writing divulge or make known any trust, accounts matter or transaction undertaken or handled by the 'Hospital' and shall not disclose any information about the affairs of 'Hospital'. This clause does not apply to the information, which falls in the domain of public knowledge.

49. That in the event of any loss occasioned to the 'Hospital' as a result of any lapse on the part of the Service Provider and that may be established after an enquiry conducted by the 'Hospital', the said loss may be claimed from the Service Provider up to the value of the loss. The decision of the Head of the 'Hospital' i.e. MS SAFDARJUNG HOSPITAL will be final and binding on the Service Provider.
50. Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as and when required.
51. The Service Provider shall indemnify and hold the 'Hospital' protected/safe from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the Service Provider.
52. Only physically fit personnel shall be deployed for duty by the Service Provider and they should be fully immunized against 'Hepatitis B' and any other vaccine that may be recommended from time to time.
53. The 'Hospital' shall not be under any obligation for providing employment to any of the worker of the Service Provider after the expiry of the contract. The 'Hospital' does not recognize any employee employer relationship with any of the workers of the Service Provider.
54. The bill has to be accompanied with
- A.(i)The bills have to be accompanied by exact data on weight and number of linen supplied to the General Surgical block and the same have to be certified by authorized official of SAFDARJUNG HOSPITAL on a daily basis.
- (ii) Satisfactory performance report from the users.
- B. Certificate/affidavit by service provider:
- i The service provider has to submit adequate documentary proof of depositing of ESI, EPF and Service Tax in concerned authorities and has to submit an affidavit on non-judicial stamp paper of Rs.10/-that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill.

#### Waiver

At any time any indulgence or concession granted by SAFDARJUNG HOSPITAL shall not alter or invalidate the terms of the contract nor constitute the waiver of any of the provision here of after such time, indulgence or concession shall have been granted. Further the failure of SAFDARJUNG HOSPITAL to enforce at any time any of the provisions of the contractor to exercise any option which is here in provided, shall in no way be construed to be waiver of such provisions nor in any way affect the validity of the contract or any part there of or the right of SAFDARJUNG HOSPITAL to enforce the same in part or in entirety of it. Waiver, if any, has to be in writing.

#### **Commitments by the hospital**

##### 1.Space and accommodation requirement

Space and accommodation for storing linen both clean and dirty will be provided by the Safdarjung hospital to the vendor for a specified period of contract. On the termination of this Agreement, the said space shall be vacated peacefully by the vendor and handed over to the Safdarjung hospital in the condition they had received. In case during the period of contract, the vendor decides to terminate the contract, a notice for a period of six months or more must be given to the Safdarjung Hospital Administration.

##### 2. Replacement of torn linen

The vendor shall replace the linen on a continuous basis and the linen which is used in the hospital as per the Key performance parameters.

### **Supervision and Quality control**

1. Safdarjung hospital shall have the right to terminate the contract of the services rendered by the vendor, which are not of the requisite standard.
2. Safdarjung hospital shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
3. Safdarjung hospital authorities will have unfettered right to inspect the premise, process of laundry, finished product at any time and the vendor shall cooperate with the authorities.
4. This will be based on Turnaround time and Key Performance Parameters. Any shortcomings in these will invite imposition of penalty clauses as described in terms and conditions. Decision of Safdarjung authorities through designated officers/ officials, with regard to quality assurance, shall be final, and penalty will be imposed accordingly.

### **Security and safety**

1. Safdarjung 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 vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e. Laundry services for Safdarjung hospital 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.
2. Bidder has to install CCTV cameras covering all major areas with recording of 30 days for the proper monitoring of workflow with the connection integrated with Hospital security system.

Table-2: Item wise list

Type of Linen and its specifications to be provided by the vendor on hiring basis.

| Sr. no. | Nomenclature                      | Detailed Specifications   |
|---------|-----------------------------------|---|
| 1) i    | Bed Sheet (White colour)          | Stitched Bed sheet of Bleached casement cloth colour of 262cm x 150 cm size with wired "SJH" weaving lengthwise at equal distance of 15-20cm along 2 lines in the salvages letters should be at list 2.5 cm size in blue colour, white bed sheets Pre shrink cotton mill made (superior quality). |
| ii      | Bed Sheet (Pink)                  | In red colour of salvages letters. Pre shrink cotton mill made (superior quality).  |
| iii     | Bed Sheet (Preach/Grey)           | In brown colour of salvages letters. Pre shrink cotton mill made (superior quality).  |
| iv      | Bed Sheet (Yellow)                | In Yellow colour of salvages letters. Pre shrink cotton mill made (superior quality).   |
| v       | Bed Sheet (Sky blue)              | In nevi blue colour of salvages letters. Pre shrink cotton mill made (superior quality).  |
| vi      | Bed Sheet (Sea Green)             | In Dark green colour of salvages letters. Pre shrink cotton mill made (superior quality).   |
| vii     | Bed Sheet (Violet)                | In violet colour of salvages letters. Pre shrink cotton mill made (superior quality).   |
| 2       | Blanket (Blue Colour)             | Blanket in Blue colour. Woolen, Size:230cms x 151cms Blue in colour Weight per square mtr 700 gm ± 5 (Ready made) (superior quality).   |
| 3       | Draw Sheet (Green)                | Stitched both sides, Size 91.44 cm x 182.88 cm (36" x 72") white in colour. Cloth Khadi, mill made (superior quality) (Pre –shrink superior quality)  |
| 4       | Pillow cover (As per colour code) | Stitched pillow case of Poplin all colours.<br>Size: 55 cm x 80 cm  |
| 5       | Table sheet (Green)               | Size : 1.15m x 1.15m Green in colour Casement cloth (Ready made) (Preshrink superior quality)   |
| 6       | BathTowel (White)                 | Turkish Towel bleached Size : 62 cms x 123 cm, 100% Cotton white in colour (Superior quality)   |
| 7       | Hand Towel (White)                | Turkish Towel bleached Size : 70 cms x 40 cm, 100% Cotton white in colour (Superior quality)  |
| 8       | Hand Towel (Green)                | Turkish Towel bleached Size : 70 cms x 40 cm, 100% Cotton Green in colour (Superior quality)  |
| 9       | Coat Pajama (Surgeon) L X and XL  | Male Doctor<br>Size (40") x (42"), Standard size V-shape neck half sleeves, Bottle green/Moss Green Colour cotton cloth: Poplin plain weeve,(Pre shrink superior quality)   |
| 10      | Spinal sheets (Green)             | 15.24 cm (6") Diameter hole in center<br>Size:1.15 mtr x 1.15 mtr (Readymade), Green Casement cloth (Pre-shrink Superior quality)   |



|    |  |   |
|----|--|---|
| 11 | Surgeon Gown (Green)                                   | Cloth: Khadi Colour: Vat/Dark Green,<br>(Readymade), (Pre-Shrink Superior<br>quality)                                       |
| 12 | Abdominal Split Sheet                                  | Colour : Green Size: 121.92 cm x 182.88 cm<br>(48" x 72") with reinforced slit margins.<br>Thick closely woven cotton/Khadi |
| 13 | Instrument Trolley Sheet<br>(Green)                    |   |
| 14 | Counter Pan Blue printed<br>and thicker than bed sheet |   |

\*\*Sizes of the above mentioned type of linen items may vary as per user requirements

**Table-3****Bill of Quantity required per day**

| Sr. No | Name of Linen items                                 | Quantity                   |
|--------|---|----------------------------|
| 1      | Bed sheet (Seven colour)                            | 4000                       |
| 2      | Surgeon gown (Green)                                | 2500                       |
| 3      | Abdomen sheet (12" Slit) (Green)                    | 5000                       |
| 4      | Spinal Sheet (green)                                | 9000                       |
| 5      | Instrument Trolley Sheet (Green)                    | 600                        |
| 6      | Coat Pajama (surgeon) L,X and XL                    | 1500 (1200 Blue +300 Grey) |
| 7      | Table Sheet (Green)                                 | 600                        |
| 8      | Bath Towel (White)                                  | 500                        |
| 9      | Hand Towel (White)                                  | 300                        |
| 10     | Hand Towel (Green)                                  | 300                        |
| 11     | Counter Pan Blue printed and thicker than bed sheet | 200                        |
| 12     | Pillow cover (As per colour code)                   | 2000                       |
| 13     | Draw Sheets (Green)                                 | 300                        |

In addition to above 1500 Blankets (Blue) will be required for one time delivery. Some Blankets may require dry cleaning in a day as per requirement of Nursing sister

**Check List of Certificates/Documents required to be submitted in the Techno-Commercial Bid-Part**

I/WE now submitting here with following documents/certificates as per tender requirement which are enclosed as per detail given below:

| Sr. no. | Tender requirement   | Annexure no. |
|---------|--|--------------|
| 1.      | EMD/bid Security   |              |
| 2.      | Copy of GST registration certificate as per clause no.45 of General Terms & Conditions   |              |
| 3.      | Documents related to experience as per tender clause no.1 of Eligibility Criteria.   |              |
| 4.      | The bidder should also submit a list of organizations who are availing services of Hiring and Laundering Linen from the bidder in the last three years as per clause no.1 of the Eligibility criteria. |              |
| 5.      | The vendor is required to submit satisfactory performance certificate from such organizations where it has been providing the above mentioned services as per clause no.1 of the Eligibility criteria  |              |
| 6.      | Statement of financial standing from an authorized bank as per clause no.1)iv) & 1v) of Eligibility criteria   |              |
| 7.      | Fall clause declaration as per clause no.31 of General Terms & Conditions  |              |
| 8.      | Non-blacklisting/Non-debarring & nonprematue termination of work declaration as per clause no.40 of General Terms & Conditions   |              |
| 9.      | Declaration reg. Proprietorship/partnership/Pvt. Limited firm as per clause no.35 of General Terms & Conditions &“Annexure-III”  |              |
| 10.     | Undertaking that the bidder shall do a technical presentation as per Clause 44 of General Terms & Conditions.  |              |
| 11.     | Schedule-‘A’   |              |

Signature of Tenderer with full Address & seal.

Annexure-I

Subject: Hiring and Laundering of Linen for the SSB and Emergency block, SAFDARJUNG HOSPITAL, New Delhi

IFB No.:HSCC/SES/LAUNDRY/SAFDARJUNG/2018

**Financial bid** for Outsourcing of Laundry Services for Hiring and Laundering of Linen for period of 6 months and more for SSB and Emergency block, SAFDARJUNG HOSPITAL, New Delhi (**To be filled Seperately online in Vol-II**)

(Collection of dirty linen from the patient care areas to the Dirty Linen store, transportation of dirty

Linen from central collection point area to the remote laundry, washing of dirty linen, drying, Calendaring/pressing, mending & folding, transport of clean linen from the remote laundry to central linen stores, Distribution of clean linen from the clean hospital store to patient care areas, sorting & processing of used linen etc)

| <u>S. No.</u> | <u>Parameters</u>  | <u>Price (in Rs.)</u>  |
|---------------|--|------------------------|
| 1.            | Price per kg of Linen as mentioned in Table No.2 & 3 of tender document. | To be Filled in VOL-II |

Any other taxes, if applicable

| <u>Sr.No.</u> | <u>Parameters</u>   | <u>Price (in Rs.)</u>  |
|---------------|---------------------|------------------------|
| 1.            | GST and other taxes | To be Filled in Vol-II |

Total including taxes (in Rs.)-

Signature of Tenderer with full  
Address & seal.

**Annexure II**

**UNDERTAKING–YEARS OF EXPERIENCE**

IFB No.:HSCC/SES/LAUNDRY/SAFDARJUNG/2018

Due for opening on:\_\_\_\_\_ Name of the Service\_\_\_\_\_

I/We M/s\_\_\_\_\_here by declare that:

1.Our agency has business experience as per tender condition no.08.Detail is as under:

| S.No. | Govt./Private Hospital/commercial establishments used by public | No. of beds/Area | No. of employees provided | Duration of contract | Contact details of the Govt. Hospital/PSU/ private sector/Hotels/ Railways(Contact person, address and telephone number) |
|-------|---|------------------|---------------------------|----------------------|--|
|       |   |                  |                           |                      |  |
|       |   |                  |                           |                      |  |
|       |   |                  |                           |                      |  |

- 3. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within 15 days of award of tender(A/T)/Letter of intent(LOI).
- 4. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Client at short notice(any increase in required manpower),if any such need arises during the tenure of the contract.

Signature of the Tenderer

Name & Address with stamp

**Annexure III**

IFB No.:HSCC/SES/LAUNDRY/SAFDARJUNG/2018

1. Name &Address of the applicant
2. Telephone No./Fax No.
3. Legal status of the applicant (attach copies of original document relating to the legal status).
  - (a)An individual
  - (b)A proprietary firm
  - (c)A firm in partnership
  - (d)A limited company or Corporation
4. Particulars of registration with various Government bodies (attach attested Photocopy).

| Organization /Place of registration | Registration No. |
|-------------------------------------|------------------|
| 1.                                  |                  |
| 2.                                  |                  |
| 3                                   |                  |
5. Names and Titles of MSs & Officers with designation to be concerned with this work.
6. Designation of individuals authorized to act for the organization.
7. Organogram of the firm.
8. Was the applicant ever required to suspend operation for a period of more than one month continuously after commencement of the operation in any of the works taken in the past? If so, give the name of the project/work and reasons of suspension of work.
9. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project/work and reasons for abandonment.
10. Has the applicant or any constituent partner in case of partnership firm, even been debarred/blacklisted for tendering in any organization at anytime in the past 3years? If so, give details.
11. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law in the past 3years? If so, give details.
12. Does the applicant hold valid GST registration with the Sales Tax Department?
13. Total number of employees along with their designations engaged by the bidder in various works being undertaken at present.
14. Number of works being executed by the firm at present along with their details.
15. Any other information considered necessary by not included above.

**TENDER**  
**FOR**  
**OUTSOURCING**  
**OF**  
**LAUNDRY SERVICES**  
**FOR**  
**SUPER SPECIALTY BLOCK**  
**& EMERGENCY**  
**BLOCK**  
**AT SAFDARJUNG HOSPITAL**  
**NEW DELHI**

Volume II

**PRICE BID**

MARCH 2018

Consultants:



**HSCC (India) Limited**

(A Govt. of India Enterprise)

Plot No.-6 A, Block-E, Sector-1, NOIDA (U.P.) - 201 301.

Tel: 0120-2542436-40

Fax: 0120-25424477

Website : [www.hsccltd.com](http://www.hsccltd.com)

| PRICE BID   |   |             |               |               |
|---|---|-------------|---------------|---------------|
| Name of Bidder  |   |             |               |               |
| <b>SCOPE OF WORKS: Outsourcing of Laundry services for Hiring and Laundering of Linen for a period of 6 months and more for the SSB and Emergency Block, Safdarjung Hospital</b>  |   |             |               |               |
| (Collection of dirty linen from the patient care areas to the Dirty Linen Store, transportation of Dirty Linen from Central collection point area to the remote laundry, washing of dirty linen, drying, calendering/pressing, mending & folding, transport of clean linen from the remote laundry to central linen stores, ditribution of clean linen from the clean hospital store to patient care areas, sorting & processing of used linen etc. ) |   |             |               |               |
| <b>PART-I</b>   |   |             |               |               |
| Sr. No.   | PARAMETERS  | Rate in Rs. | Rate in Words | Amount in Rs. |
| 1   | Price per kg of Linen as mentioned in Table No. 2 & 3 of tender document. |             |               | 0.00          |
| <b>PART-II</b>  |   |             |               |               |
| Any other taxes, if applicable  |   |             |               |               |
| 1   | GST and other taxes   |             |               | 0.00          |
| <b>TOTAL (PART-I + PART-II)</b>   |   |             |               | <b>0.00</b>   |
| In words  |   |             |               |               |