

NOTICE INVITING TENDER
For
Outsourcing of Laundry Services
At
Six Government Medical Colleges Associated Hospital in
Chhattisgarh

SCHEDULE OF THE TENDER (Bid has to be submitted Online only):

S.No.	Description	Date & Time	Particulars
1.	Duration of Rate Contract		Five years from the date of Contract Agreement
2.	Date from which the Tender Form can be downloaded		Online at www.eproc.cgstate.gov.in
3.	Last due date and time for Submission of Completely filled Tender application	Date:- Time:-	
4.	Date of time of opening Technical bid (Online)	Date:- Time:-	Venue: Directorate of Medical Education, Old Nurses Hostel, DKS Bhawan Parisar, Raipur
5.	Date and Time of opening of Financial Bid (Online)		Venue: Directorate of Medical Education, Old Nurses Hostel, DKS Bhawan Parisar, Raipur

Note: In case the * marked dates will be declared as holiday for any reason, the activity is carried out to next working day.

1. The selection of Bidders shall be carried out through e-tendering process. Proposal/Bids are to be submitted online in electronic format on website www.eproc.cgstate.gov.in as per RFP document.
2. RFP document may be downloaded from the website:-www.eproc.cgstate.gov.in.
3. EMD shall be paid by way of bank draft/bankers Cheque in the name of Director Medical Education, Chhattisgarh.
4. The bidders shall be solely responsible for checking these websites for any addendum/amendment issued subsequently to the bid document and take into consideration the same while preparing and submitting the bids.

**Directorate Medical Education,
Raipur, Chhattisgarh**

NOTICE INVITING

**For Selection of
Service agencies to implement and manage Laundry Services
at
Six Government Medical Colleges in Chhattisgarh**

The Tender Performa is available on the website www.eproc.cgstate.gov.in. Filled-in completed Performa along with all supportive documents should be deposited online.

S. No.	Categories	Number of Beds
I	Pt. JNM Medical College associated Dr. BRAM Hospital Raipur CG	1100 Bed
II	Government Medical College (CIMS) associated Hospital Bilaspur	700 Bed
III	Government Medical College associated Hospital, Jagdalpur	650 Bed
IV	Government Medical College associated Hospital, Raigarh	550 Bed
V	Government Medical College associated Hospital Rajnandgaon	350 Bed
VI	Government Medical College associated Hospital, Ambikapur	350 Bed

NOTICE INVITING

**For Selection of
Service agencies to implement and manage Laundry Services
at
Six Government Medical Colleges in Chhattisgarh**

PART-I: TECHNICAL BID

(Name of work- outsourcing of Laundry services)

1.	Name of the Agency/firm	
2.	Address & Contact number of the Agency/firm	
3.	Name of Person, who has signed the tender	
4.	Details of EMD	
5.	Income Tax Permanent Account Number (copy should be attached)	
6.	EPF & Labour registration (copy should be attached)	
7.	Service tax registration (copy should be attached)	
8.	Specify the number of years in this line of activity by the company (fill the format given in Annexure-I)	
9.	Copy of latest Income Tax Return	
10.	Copy of Average annual financial turnover (gross) in laundry services, duly audited by chartered Accountant, & CA certificate for last three financial years should be as per Annexure "II"	
11.	An affidavit duly certified by a Notary that the firm/company has never been blacklisted, copy should be enclosed.	

Declaration by Tenderer

I son of resident of Who is (Proprietor/Partner/Pressure. If any document or information furnished with tender is found forged or fabricated ant any time, the tendering authority has full right to terminate the contract and forfeit my/our EMD or Security Deposit.

Place:

Signature of Bidder with seal

Date :

Name & Address

Part II -PRICE –BID

(Rates quoted must be inclusive of all taxes & charges etc.)

(Name of Work-outsourcing of Laundry services)

Part-A (Operational work as per tender i.e. materials and labor's to vendor's accounts.)

(A) For Dr. BRAM Hospital, Raipur Chhattisgarh (1100 Bedded Hospital)

S.No.	Name of item	Approx. Qty (A)	Price per Unit (in Rs.) including all taxes (B)	Amount per month (A x B)	Amount for whole year (12 month) (A x B x 12)
1	Bed Sheet				
2	Pillow cover				
3	Doctors Uniforms				
4	Patient Uniforms				
5	Staff Uniforms				
6	Hand Towel				
7	Blanket				
8	Blanket cover				
9	OT Linen				
10	Gown				
11	Curtains				
12	Apron				

Grand Total=

Escalation Charges/percentage for next two year =..... % per year (Note-L1 will be decided on grand Total)

Signature of the tenderer with seal

Name –

Designation –

(B) For Govt. Medical College Bilaspur Chhattisgarh (700 Bedded Hospital)

S.No.	Name of item	Approx. Qty (A)	Price per Unit (in Rs.) including all taxes (B)	Amount per month (A x B)	Amount for whole year (12 month) (A x B x 12)
1	Bed Sheet				
2	Pillow cover				
3	Doctors Uniforms				
4	Patient Uniforms				
5	Staff Uniforms				
6	Hand Towel				
7	Blanket				
8	Blanket cover				
9	OT Linen				
10	Gown				
11	Curtains				
12	Apron				

Grand Total=

Escalation Charges/percentage for next two year =..... % per year (Note-L1 will be decided on grand Total)

Signature of the tenderer with seal

Name –

Designation –

(C) For Govt. Medical College Raigarh Chhattisgarh (650 Bedded Hospital)

S.No.	Name of item	Approx. Qty (A)	Price per Unit (in Rs.) including all taxes (B)	Amount per month (A x B)	Amount for whole year (12 month) (A x B x 12)
1	Bed Sheet				
2	Pillow cover				
3	Doctors Uniforms				
4	Patient Uniforms				
5	Staff Uniforms				
6	Hand Towel				
7	Blanket				
8	Blanket cover				
9	OT Linen				
10	Gown				
11	Curtains				
12	Apron				

Grand Total=

Escalation Charges/percentage for next two year =..... % per year (Note-L1 will be decided on grand Total)

Signature of the tenderer with seal

Name –

Designation –

(D) For Govt. Medical College Jagdalpur Chhattisgarh (550 Bedded Hospital)

S.No.	Name of item	Approx. Qty (A)	Price per Unit (in Rs.) including all taxes (B)	Amount per month (A x B)	Amount for whole year (12 month) (A x B x 12)
1	Bed Sheet				
2	Pillow cover				
3	Doctors Uniforms				
4	Patient Uniforms				
5	Staff Uniforms				
6	Hand Towel				
7	Blanket				
8	Blanket cover				
9	OT Linen				
10	Gown				
11	Curtains				
12	Apron				

Grand Total=

Escalation Charges/percentage for next two year =..... % per year (Note-L1 will be decided on grand Total)

Signature of the tenderer with seal

Name –

Designation –

(E) For Govt. Medical College Ambikapur Chhattisgarh (350 Bedded Hospital)

S.No.	Name of item	Approx. Qty (A)	Price per Unit (in Rs.) including all taxes (B)	Amount per month (A x B)	Amount for whole year (12 month) (A x B x 12)
1	Bed Sheet				
2	Pillow cover				
3	Doctors Uniforms				
4	Patient Uniforms				
5	Staff Uniforms				
6	Hand Towel				
7	Blanket				
8	Blanket cover				
9	OT Linen				
10	Gown				
11	Curtains				
12	Apron				

Grand Total=

Escalation Charges/percentage for next two year =..... % per year (Note-L1 will be decided on grand Total)

Signature of the tenderer with seal
Name –
Designation –

(F) For Govt. Medical College Rajnandgaon Chhattisgarh (350 Bedded Hospital)

S.N.	Name of item	Approx. Qty (A)	Price per Unit (in Rs.) including all taxes (B)	Amount per month (A x B)	Amount for whole year (12 month) (A x B x 12)
1	Bed Sheet				
2	Pillow cover				
3	Doctors Uniforms				
4	Patient Uniforms				
5	Staff Uniforms				
6	Hand Towel				
7	Blanket				
8	Blanket cover				
9	OT Linen				
10	Gown				
11	Curtains				
12	Apron				

Escalation Charges/percentage for next two year =..... % per year (Note-L1 will be decided on grand Total)

Signature of the tenderer with seal
Name –
Designation –

***L1 will be decided on the basis of mean rate of each medical college separately.**

INTRODUCTION

The Govt. of Chhattisgarh has decided to develop Laundry Services at various Medical Colleges hospital in State of Chhattisgarh through Tender (Outsourcing) mode. Various Medical Colleges hospital in the State of Chhattisgarh wherein Laundry Services has to be set up has been divided into two categories. The detail of same is as under:-

S. No.	Categories	Number of Beds
I	Pt. JNM Medical College associated Dr. BRAM Hospital Raipur CG	1100 Bed
II	Government Medical College (CIMS) associated Hospital Bilaspur	700 Bed
III	Government Medical College associated Hospital, Jagdalpur	650 Bed
IV	Government Medical College associated Hospital, Raigarh	550 Bed
V	Government Medical College associated Hospital Rajnandgaon	350 Bed
VI	Government Medical College associated Hospital, Ambikapur	350 Bed

IMPORTANCE

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

REQUIREMENTS

Government Medical college associated hospitals in Chhattisgarh has the requirement to launder/dry-clean the hospital linen, which comprises of big/small linen items both white & coloured, blankets, plastic curtains/tapestry etc. The laundry is to be operated on all days in one or more shifts depending on workload. The washed linen will be delivered within **24 hours** of receipt for processing.

The vendor should provide Bed sheet, Pillow cover, Doctors Uniforms, Patient Uniforms, Staff Uniforms, Hand Towel, Blanket, Blanket cover, OT Linen, Gown, Curtains, Apron for the use in given categories below :-

**For Dr. BRAM Hospital, Raipur Chhattisgarh
1100 Bedded Hospital**

S.no	Item	Total Stock	Washing Frequency
1	Bed sheet	7700	Daily
2	Pillow cover	7700	Daily
3	Patient Uniforms	200	Daily
4	Blanket	1500	Every 15 day
5	OT Linen Set	900	Daily
6	Gowns	1000	Daily
7	Apron	1000	Daily

(Number may vary)

**For Govt. Medical College Bilaspur Chhattisgarh
700 Bedded Hospital**

S.no	Item	Total Stock	Washing Frequency
1	Bed sheet	5000	Daily
2	Pillow cover	2000	Daily
3	Patient Uniforms	300	Daily
4	Blanket	1000	Every 15 day
5	OT Linen Set	700	Daily
6	Gowns	300	Daily
7	Apron	400	Daily

(Number may vary)

**For Govt. Medical College Raigarh Chhattisgarh
650 Bedded Hospital**

S.no	Item	Total Stock	Washing Frequency
1	Bed sheet	5000	Daily
2	Pillow cover	1500	Daily
3	Patient Uniforms	300	Daily
4	Blanket	800	Every 15 day
5	OT Linen Set	500	Daily
6	Gowns	300	Daily
7	Apron	400	Daily

(Number may vary)

**For Govt. Medical College Jagdalpur Chhattisgarh
550 Bedded Hospital**

S.no	Item	Total Stock	Washing Frequency
1	Bed sheet	3000	Daily
2	Pillow cover	1500	Daily
3	Patient Uniforms	300	Daily
4	Blanket	625	Every 15 day
5	OT Linen Set	50	Daily
6	Gown	300	Daily
7	Apron	400	Daily

(Number may vary)

**For Govt. Medical College Ambikapur Chhattisgarh
350 Bedded Hospital**

S.no	Item	Total Stock	Washing Frequency
1	Bed sheet	4900	Daily
2	Pillow cover	2450	Daily
3	Patient Uniforms	595	Daily
4	Blanket	400	Every 15 day
5	OT Linen Set	112	Daily
6	Gown	546	Daily
7	Apron	700	Daily

(Number may vary)

**For Govt. Medical College Rajnandgaon Chhattisgarh
350 Bedded Hospital**

S.no	Item	Total Stock	Washing Frequency
1	Bed sheet	1800	Daily
2	Pillow cover	900	Daily
3	Patient Uniforms	225	Daily
4	Blanket	300	Every 15 day
5	OT Linen Set	91	Daily
6	Gown	250	Daily
7	Apron	250	Daily

(Number may vary)

WORKLOAD

The quantity of linen items to be washed at present is approximately as above mentioned frequency. This quantity is likely to increase with the addition of new centers/patient care facilities.

RESPONSIBILITY

(i) Processes to be undertaken

1. Collection and transport of dirty linen: Vendor will be responsible for collection of dirty linen from the different user areas and transport the same to laundry complex.
2. Sorting, processing of used linen with standard laundering processes including repairing (if required), finishing & packing. Transportation & delivery of washed clothes in a covered trolley to the user area daily.
3. Vendor will identify torn linen at the time of collection for process & wash. Only torn linen will be replaced by the institute.
4. The vendor will be responsible for safe disposal of left chemicals & other washing materials and other garbage produced in laundry, as per the norms (only from laboratory tested reputed firm and ISI marked wherever possible).
5. Separate carts for transport & storage of dirty & washed linen will be used. The hampers or carts to transport soiled textiles should be appropriately cleaned after every use & should be kept away from those to be used in transporting clean textiles.
6. The contractor will process linen as per approved washing procedure and approved washing formulae.
7. Standard universal precautions to be followed while collecting & handling infected/soiled linen.
8. Bio-Medical Waste management rules, wherever applicable will be followed by the vendor.

(ii) Manpower

- a) **Adequacy & training:** The vendor shall employ adequate number of well trained staff. Firm will provide uniforms, aprons and other protective gear to ensure proper protection to all workers. All workers will be immunized by the firm before employment & during the course of employment as & when needed. All personnel involved in collection, transport, sorting, and washing of soiled textiles should be consistently & appropriately trained at frequent intervals specially for the use of, appropriate personal protective equipment (PPE), and be supervised to assure compliance with protective procedures.
- b) **Medical examination of staff:** The vendor shall employ only those persons in the laundry who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the respective medical colleges hospital on medical examination of such employees, shall be borne and paid by the vendor.

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

(iii) Equipment's and maintenance

The concerned hospital will provide the equipments for the laundry services. It is responsibility of tenderer to survey the facilities & equipments available at the hospital before bidding and bid the tender accordingly.

The concerned medical college associated hospital will borne the expenses for maintenance of the equipments which has been provided by the hospital but the expenses of maintenance for the equipments which are provided by tenderer will be borne by own. In addition to machines, Trolleys for carrying the linen to be provided to the firm by the vendor, the maintenance of which will be responsibility of the vendor. The vendor will also be responsible for maintaining his laundry equipment in working condition throughout the contract period.

(iv) Washing Chemicals/Detergents

The institute authorities will provide all the consumable (washing chemical, detergents etc) items required for laundry services or the vendor shall the responsible for procurement for all consumables as per norms decided by the hospital authorities.

(v) Cleanliness

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

(vi) Security and safety

The respective Government Medical College associated hospitals in Chhattisgarh 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 six medical colleges in Chhattisgarh 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.

COMMITMENTS BY THE HOSPITAL

(i) Space and accommodation requirement:

Place and accommodation for the Laundry will be provided by respective medical college to the vendor for a specified period of contract. At the time of termination of the contract, the vendor will have the liberty to either, remove all his equipments, or to, hand over to the next vendor. On the expiry or earlier termination of this Agreement, the said laundry shall be vacated peacefully by the vendor and handed over to the respective medical colleges 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 not less than four months must be given to the Hospital Administration.

(ii) Electricity, Steam and water supply:

These will be provided by the institute for operations of laundry machines, general lighting & ventilation in the premises. The firm will however use these judiciously and will ensure that there is no wastage. If this is observed than punitive action will be initiated.

(iii) Space :-

Space will be provided by the institute/college & if more civil work is required then work will be done by the bidder. After the termination of agreement that properly will be of college/institute.

vi) Consumable items

The institute authorities will provide all the consumable items required for laundry services. it is responsibility of the vendor to timely asked for the same to concerned college authority and ensure the availability or the vendor shall the responsible for procurement for all consumables as per norms decided by the hospital authorities.

TERMS OF PAYMENT

The monthly bills will be raised by the vendor, based on actual work done during the said month after satisfactory verification by the designated officials and same shall be payable by respective Medical College Hospitals.

SUPERVISION & QUALITY CONTROL

- A. Directorate Medical Education, Chhattisgarh Raipur management shall have the right to terminate the contract of the services rendered by the vendor, which are not of the requisite standard.
- B. Management take samples from the Laundry Area by themselves, through a surprise check on a periodic basis to ensure that quality of the services is being maintained.
- C. Directorate Medical Education, Chhattisgarh Raipur authorities will have unfettered right to inspect the premise, process of laundry, finished product at any time and the vendor will cooperate with the authorities.
- D. Designated officials of respective medical college hospital will have unfettered right to enter the Laundry premise at any time in order to inspect and execute, any Structural additions and alterations or repairs to the said laundry premises, repairs to electric, water and sanitary

installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties, as far as possible. However if this is not possible in any exigency, Directorate Medical Education, Chhattisgarh Raipur authorities may allow entry of other designated officials for the above purpose.

PREREQUISITE CRITERIA FOR QUALIFICATION

1. Location:

Agency should be preferably based in Chhattisgarh. In case of outside agencies, they must have their registered branch office in Chhattisgarh. (Documentary proof required).

2. Authenticity & Operational Capability:

- a) The Bidder shall be a sole provider (Company/Society/Trust/LLP) or a group of companies (maximum 2) coming together as Consortium to implement the Project. The Lead Member in case of Consortium should have at least 51 percent stake of the consortium and must also have all legal liabilities. The bidder cannot be an individual or group of individuals. The Service provider should be registered as a legal entity such as company registered under Companies Act, Societies Registration Act, Trust Act or an equivalent law applicable in the region/state/country. A bidder cannot bid as a sole provider as well as a partner in a consortium.
- b) The Tenderer should have been in business in govt. hospital/PSU for in laundry service for which the quotation / tender are submitted. The vendor on a non-judicial stamp paper should give a declaration to the effect. The firm should also submit list of organization where it is running its service in the last three years. The vendor is required to submit performance report from such organization where it has been providing services in laundry.
- c) Surprise/Scheduled visit to the premises where it is running the laundry services, by the representatives of the institute shall be made to verify vendor capacity and standing.
- d) The Vendor will give a certificate that the firm or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm, has not been black listed in the past 3 yrs. by any Government/ private institution.
- e) The vendor has to give an affidavit on a Non-judicial paper that there is no vigilance/CBI case pending against the firm/ supplier/ or any other firm in this knowledge with similar type of operation with same or some/one of the proprietors being same as of the tendering firm.
- f) The Average annual Turn Over for the bidder participating must be as per Annexure-II.

3. Financial Capability:

- a) Vendor should submit statement of financial standing from an authorized bank. The name of the bank/firm along with full address should be furnished.
- b) If the tenderer give a false statement on any of the above information, the firm/ supplier will not be considered and their quotation/there shall be deemed to be rejected and security deposit will stand forfeited.

4. Each tender should be accompanied by earnest money deposit as per Annexure -II. Tenders not accompanied by emd & hand written quotations will be summarily rejected. Conditional tenders will be summarily rejected.

PERFORMANCE GAURANTEE:

The finally selected Bidder(s) will be required to furnish an irrevocable Contract Performance Guarantee (P.G.) of 5% of the tendered contract agreement within 15 days of issue of letter of intent in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement. The guarantee shall be in the form of Government Securities or fixed deposit receipts or Guarantee bonds of any Scheduled Bank or the State Bank of India. In case a fixed deposit receipt of any bank is furnished by the contractor to the Government as a part of the performance guarantee and the bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor shall forthwith on demand furnish additional security to to make good the deficit. In case of failure by the contractor to furnish the performance guarantee with in the specified period, shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money absolutely.

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

In the event of the contract being determined or rescinded under provision of any of the clause/condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the Directorate of the Medical Education, Chhattisgarh.

Number of Proposals

Bidder will submit single bid for one, more than one or all colleges hospital.

Duration of Contract

Duration of contract shall be for 03 years in the first go. The contract can further be extended for 01 year for maximum of two terms. If both the parties agree to it. There will be a 5% increase in L1 rate every year from 3rd year till the contract period.

GENERAL TERMS & CONDITIONS

- 1) The 1st party (Directorate Medical Education, Chhattisgarh Raipur) 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 1st party further reserves to get the work done from open market or through other agencies. 2nd party (contractor) will also be black listed in the institute for a period of 2 years/or indefinitely from participating in such type of tender and his earnest money/security deposit may also be forfeited.
- 2) Any person who is in Govt. Service/Central Govt. anywhere or an employee of the institute should not be made a partner to the contract by the 2nd party directly or indirectly in any manner whatsoever.
- 3) The contractor shall indemnify the 1st party (institute) against all other damages/charges and expenses for which the institute may be held liable or pay on account of the negligence of the 2nd party or his servants or any person under his control whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
- 4) If any information furnished by 2nd party is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Principal Employer.
- 5) The individual signing the quotation form or any document forming part of the contract on behalf of 2nd party, shall be responsible to produce a proper power of attorney duly executive in his favour stating that he has authority to bind other such person of the firm as the case may be in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the institute may, without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership firm, all the partners should sign the quotations. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the agreement on behalf of the company or firm.
- 6) The workers whose services are provided by the 2nd party, shall at least all times and for all purposes be the employees of the 2nd party and on no account personnel so appointed and recruited by the 2nd party will have any claim for appointment, continuous recruitment or regularization etc. against this Institute (1st party).
- 7) The 2nd party shall comply with the labour laws applicable and this Institute shall not be responsible for any litigation/default from agency side.
- 8) In every case in which by virtue of the workman's Compensation Act, the Government of India/institute is obliged to pay compensation to such person employed by the 2nd party in execution of the work, the Government of India/institute will be entitled to recover from the contractor the amount of compensation so paid.

- 9) The firm will verify the antecedents of all employees working, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the agency shall be made available to the Institute authorities with their bio-data within 15 days from the date of deputing.
- 10) The contractor shall obtain a license under Contract Labour (R&A) Act, 1970 and also submit a copy of such license duly attested in the institute prior to furnishing the tender/contract. No payments would be released till the contract license is submitted to the institute. Moreover, he shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
- 11) The contractor, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.
- 12) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, 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.
- 13) 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.
- 14) The laundry services shall be meant for the whole institute (Main Hospital & Centre's including IPD, OPD, different Diagnostic blocks, Emergency services, Maternity services, Minor & Major OT's, Administrative block etc.), or as per the directions of institute authorities from time to time.
- 15) The provision of appropriate manpower, material supplies, required for performing the tasks processes of the laundry services, shall be borne by the contractor or in case if the materials are supplied by concerned authority, the college authority will be responsible for the same.
- 16) The complete job of collecting of dirty linens from earmarked place/places to supply of cleaned linens to earmarked place/places of the hospitals shall be carried out by the contractor. (i.e. sluicing, washing, hydro-extraction, drying, repairing of the linens, ironing/calendaring, storing and issue or distribution of cleaned linen.
- 17) The tenderer will be wholly responsible for providing laundry services in the institute. The linen must be washed and ironed properly upto the satisfaction of institute authorities. If any defect, damage or deficiency is noticed, payment in part or full may be held & penalty may be imposed.
- 18) The firm will segregate torn linen at the time of sorting before washing process is commenced & report to designated officer.
- 19) Institute will decide the timing of collection of linen, to be followed by the vendor.
- 20) Collection, distribution of clothes should be carried out within the period as specified by institute authorities.
- 21) The equipment provided by the hospital authorities shall be used by the contractor solely for the laundry services of the hospital and will not be used in any case to process any linen which does not belong to respective medical colleges and is not handed over by designated officials for cleaning/washing. The contractor, as per the operating manual of the equipment shall strictly adhere to appropriate handling of the equipment. The maintenance for the all equipment's & machines provided

- by institute shall be ensured by the firm. The contractor shall ensure the routine repair for the all minor/normal wear and tear due to use and breakdown in the laundry system.
- 22) As and when any situation arise out in violation of any terms and conditions of the contract executed between the parties to terminate or cancel or at the time of expiry of the contract, the contractor will be held responsible to preserve the laundry equipment's intact and handover the same in functional status. Otherwise contractor shall be liable to pay the damages occurred due to any lapse on his part and the amount of the damages of equipment will be deducted from the amount of security deposited.
 - 23) Every worker engaged in Laundry services shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, the name and designation of the worker provided by the contractor at his own cost.
 - 24) The contractor shall not engage the laundry staff below the age of 18 years.
 - 25) If any complaint of misbehavior and misconduct comes into the knowledge of the institute authorities then all such responsibility shall be of the contractor and any loss owing to negligence or mishandling by the laundry staff, the contractor shall himself be responsible to make good for the losses so suffered by the institute.
 - 26) The contractor shall not, at any stage, cause or permit any sort of nuisance in the premises of institute or do anything which may cause unnecessary disturbance or inconvenience to other working there as well as to the general public in the institute premises and near to it.
 - 27) 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.
 - 28) The contractor shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
 - 29) The contractor shall, for providing proper and hygienically laundry services, ensure the following : -
 - i. That a daily report of its staff on duty and about their performance is furnished & maintained.
 - ii. That its staff does not smoke at the place of work.
 - iii. That any specific laundry work assigned to it by the Principal Employer or any officer authorized by him is carried out by him diligently and well in time.
 - iv. That before using any equipment/appliances or material and products of laundry, it is having the approval of the Principal Employer as no substandard material being used.
 - v. The Principal Employer may also furnish that the salary wages shall be distributed in full as per Minimum Wages Act by the contractor to the laundry worker(s) in the presence of a representative of the institute and a certificate to this effect is provided.
 - 30) The Institute will deduct Income Tax at source under section 194-c of the Income Tax Act, 1961 from the contractor @ 2% or appropriate amount as applicable of such sum as Income Tax comprised therein.
 - 31) In case the agency fails to execute the job after signing the agreement/deed or leave the job before completion of the period of contract at their own accord, the Director shall have the right to forfeit the security money deposited by the agency for the execution of the contract.
 - 32) The contract can be terminated by the first party (Directorate Medical Education, Chhattisgarh Raipur) by giving four months' notice. The second party (the contractor) if so desire to terminate the contract will be required to give four months' notice.

Penalty clauses

- 1) In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract: Principal Employer reserves the right to impose the penalty as detailed below :
 - a. 2% of cost of order/agreement per week, up to 2 weeks delay.
 - b. After 2 weeks delay, Principal Employer reserve the right to cancel the contract and with hold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted as per clause stated above and the difference if any will be recovered from the contractor.
 - c. The security deposited by the contractor shall be forfeited.

Note: Attention is invited to relevant paras in this regard to the penalty for the unsatisfactory work and delay in completion of work within the schedule time. The penalty clauses will be strictly imposed for unsatisfactory work or failure to complete the work within schedule time, then tendered may be penalize i.e. 2% of the cost of order.

- 2) For any breach of contract, Director or duly constituted committee by Director shall be entitled to impose a penalty to the extent of Rs. 5000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.
- 3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
 - a) If the personnel working in laundry are not found in proper uniform and displaying their photo identity card.
 - b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
 - c) Penalty will also be imposed if the behavior of personnel(s) found is discourteous to any one in the hospital including staff or patients.
 - d) If any personal found performing duty by submitting a fake name and address.
 - e) If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the Institute authorities.
 - f) In the case of any loss/theft of Institutes property tearing of linen, or with stains the committee will consider the circumstances leading to the loss of linen and if the responsibility is fixed on the agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.
 - g) If the washing procedure given by the firm is not followed in to.
- 4) In case of any loss or theft, it shall be made good by the agency and in event of failure in their part to do so within a period of one month, the loss shall be made good equivalent to purchase cost by encashment of security deposit and if the amount of loss or damage exceeds the amount of security deposit, then the amount will be recovered from the bill in one or more installments. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Arbitrator as appointed by the Director, Medical Education, Chhattisgarh shall have jurisdiction in connection with any dispute/litigation arising out of this contract.

4. Force Majeure

- 5.1 Notwithstanding anything contained in the provisions of conditions of contract the successful bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 5.2 For purpose of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and not foreseeable.
- 4.3 Such events may include disasters, fires, floods, epidemics.
- 5.4 If a Force Majeure situation arises, the successful bidder shall promptly notify the Contracting Authority in writing of such conditions
- 5.5 Unless otherwise directed by Contracting Authority in writing, the successful bidder shall continue to perform its obligations under the contract as far as is reasonable practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

Annexure I

**DETAILS OF COMPLETED WORKS OF SIMILAR NATURE AND COMPLEXITY
(Name of work-Outsourcing of Laundry services)**

Sr. No.	Name of the contract	Name of the client	Brief Description of the contract	Date of Start	Date of Completion as per contract	Date of actual completion	Value (Rs.)
1							
2							
3							

Note- Please must attach/enclosed supporting documents for the above information.

Signature of the Tenderer with seal

Name-

Designation -

ANNEXURE- II

No.	Name of The College/Institution	EMD (INR)	Turn Over (INR)	
			Annual Avg. TO	TO in Last 3 Years
1	Pt. JNM Medical College & associated Dr. BRAM Hospital Raipur CG	3 Lakh	1 Crore	3 Crore
2	Government Medical College (CIMS) & associated Hospital Bilaspur	2.25 Lakh	75 Lakh	2.5 Crore
3	Government Medical College & associated Hospital, Jagdalpur	2.25 Lakh	75 Lakh	2.5 Crore
4	Government Medical College & associated Hospital, Raigarh	2.25 Lakh	75 Lakh	2.5 Crore
5	Government Medical College & associated Hospital Rajnandgaon	1.5 Lakh	50 Lakh	1.5 Crore
6	Government Medical College & associated Hospital, Ambikapur	1.5 Lakh	50 Lakh	1.5 Crore

Important Note:

* Tenderer may bid for one, more than one or all colleges. The EMD should be submitted separately for each college in the form of DD/Bankers Cheque.

** The minimum annual average turn over of tenderer must be 01 Crores i.e. minimum total turn over in last 3 years (2017-18, 2016-17 & 2015-16) should be 3 crores; even the tender is submitted for single college of any category. If tenderer is submitting bid for one or more than one college hospital whose single/cumulative turnover is more than 02 crore as per table mentioned above, in such case the minimum annual average turnover of the bidder must be equal or more than cumulative annual average turnover of the colleges for which the tender is submitted.