



आरोग्यम् परमं सुखम्

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, DEOGHAR

अखिल भारतीय आयुर्विज्ञान संस्थान, देवघर

INSTITUTE OF NATIONAL IMPORTANCE UNDER MINISTRY OF HEALTH AND FAMILY WELFARE

(स्वास्थ्य और परिवार कल्याण मंत्रालय के अंतर्गत राष्ट्रीय महत्व की संस्थान)

P.T.I., Daburgram, Jasidih, Deoghar, (Jharkhand) - 814142

पी.टी.आई., डाबरग्राम, जसीडीह, देवघर, (झारखंड) - ८१४१४२

Notice Inviting Tender

For

Outsourcing of Laundry Services on Plan, Design, Supply, Installation, Operation, Maintenance of laundry equipment and transportation of the hospital linen (washed/dirty) to and from the wards on daily basis at AIIMS Deoghar

NIT No.	AIIMS/DEO/LAUNDRY/2022-23/09
NIT Issue Date & Time	05/08/2023, 1:00 PM
Pre-bid Meeting (To be held at Admin Office of AIIMS Deoghar)	11/08/2023, 03:00 PM
Bid Submission Start Date	05/08/2023, 1:00 PM
Last Date of Online Bid submission	16/08/2023, 05:00 PM
Bid opening date	17/08/2023, 05:00 PM

Tender documents may be downloaded from website www.aiimsdeoghar.edu.in

NOTICE INVITING TENDER

The Director, AIIMS, DEOGHAR invites Tender from eligible tenderers through the procurement portal for Outsourcing of Laundry Services on PLAN, DESIGN, SUPPLY, INSTALLATION, OPERATION, MAINTENANCE of laundry equipment and transportation of the hospital linen (washed/dirty) to and from the wards on daily basis at AIIMS Deoghar on turnkey basis.

Instructions for the Bidders / The service providers: -

1. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.
2. The complete bidding process is online. Bidders should be possession of valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the service providers/ Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>'.
4. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.
5. EARNEST MONEY DEPOSIT [EMD] Earnest money at amount of Rs. **3,00,000/-** by means of a Bank Demand Draft, a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD may be prepared in the name of "AIIMS Deoghar" The EMD cost must reach at PTI Campus, AIIMS, Deoghar before opening of tender.
 - i) No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Deoghar in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
 - ii) Tenders without Earnest Money will be summarily rejected.
 - iii) No claim shall lie against the AIIMS Deoghar in respect of erosion in the value or interest on the amount of EMD.
 - iv) If MSME firm (Micro and Small Firm only) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption in reference field.
 - a) District Industries Centers (DIC)
 - b) Khadi and Village Industries Commission (KVIC)
 - c) Khadi and Village Industries Board
 - d) Coir Board
 - e) National Small Industries Corporation (NSIC)
 - f) Directorate of Handicraft and Handloom
 - g) Any other body specified by Ministry of MSME (MoMSME)
 - h) Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum issued by MoMSME.

- v) The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
- vi) EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
6. The EMD may be forfeited:
- If the bidder withdraws or modifies its Bid during the period of bid validity, or
 - In the case of successful Bidder, if the Bidder fails to sign the contract
7. Submission of Tender:
The tender shall be submitted Online in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.
8. The tenderers may submit tenders for all the items/tests mentioned. Two cover tender procedure as per Rule. Tenderers are advised to note the qualification criteria specified in the tender document to qualify for award of the contract.
8. Tender document can be downloaded in e-Procurement portal/website aiimsdeoghar.edu.in
9. Tenderers/bidders can download tender document from the above address.
10. Tenders of only those Tenderers who fulfill the Terms and conditions of this tender will be considered for evaluation. The tender will undergo evaluation at every stage of processing and any tenderer found at any stage, not in conformity with the stipulated tender conditions including specification / found to be having defective and incomplete documents will be rejected.
11. Interested eligible Tenderers may obtain further information from the office of the Director, AIIMS DEOGHAR.
12. Corrigendum/ Addendum/ Modifications/ corrections/ pre bid meeting proceedings if any will be published in the website only. Bidders/ tenderers can access tender documents on the website, fill them and submit the completed tender document into electronic tender on the website itself.
13. The tenderer should upload the documents as mentioned in Minimum Qualification Requirements in Technical bid otherwise the tender will be treated as rejected.
14. The bidders are requested to download & upload the documents as early as possible. The Institute is not responsible, if the bidders are not able to access on the last day of submission due to simultaneous access of the website by many bidders or due to network jam etc.
15. The other details can be seen in the tender document.
16. The Tender Accepting Authority reserves the right to accept/reject/cancel the tender partially or fully without assigning any reason at any stage of processing

Deputy Director (Admin),
AIIMS Deoghar

1. GENERAL CONDITIONS

1.1 Only agencies / firms who meet the qualification criteria shall be considered for further evaluation.

1.2 If a firm submits more than one bid all bids of the party will be rejected.

1.3 The Tendering authority reserves the right to:

Reject or accept any application without assigning any reason or incurring any liability thereof
Cancel the tendering process and reject all applications/tenders Amend the scope and value of any contract under this project, in such event the bids will only be called from those pre-qualified applicants who meet the requirements of the contract as amended.

1.4 No correspondence either from successful/pre-qualified bidder or unsuccessful applicant will be entertained in this regard.

1.5 Check list format must be filled and enclosed along with the application.

1.6 The firm should submit an affidavit on stamp paper of Rs. 100/- duly notarized that they have not abandoned & blacklisted for any work from Union Government/ State Governments/ PSU's etc. during the last 5 years.

1.7 The applicant should provide information regarding litigation/ Arbitration cases if any, such instances are found later, the contract will be terminated.

1.8 laundry area = air washer + laundry + fan suction + laundry corridor with lift lobby =364.53sqm

The rent of the space provided for laundry service will be taken as per Government/Municipal approved rate per month.

1.9 The applicant shall submit the supporting documents regarding the information given.

Even though the bidders meet the above criteria, they are subject to be disqualified, if they have:

- made misleading or false representation in the form, statement and Attachments submitted;
- Record of poor performance such as abandoning the work, not properly Completing the contract, inordinate delays in completion, litigation history, or Financial failures, etc.;
- found to have been black listed in any of the works.

The Bidders are advised to visit the site to get first-hand information as

regards its approach, accessibility, working conditions, site conditions, availability of labour and material etc. and other matters affecting cost and work. All costs incurred in connection with submission of the tender shall be borne by the applicant irrespective of the outcome.

If any information furnished by the applicant is found incorrect at a later stage, applicant shall be liable to be blacklisted from tendering in Central/State Govt. agency. The department reserves the right to verify the particulars furnished by the bidder independently.

Even though the agency meets all the criteria, the Tendering authority reserves the right to accept or reject any applicant/disqualify any agency without assigning any reason whatsoever.

2. Minimum Qualification Requirements

The bidders meeting the following minimum criteria shall be eligible to submit the bids with documentary evidence.–

- a) GST registration certificate in reference field.
- b) Bidder should have experience of successfully providing In-house laundry services to Hospitals (not less than 500 beds) of Central Government/State Government/ AIIMS/Institutes of National Importance/ PSU for at least Three (3) years on Build own & Operate Model as on date of invitation of bids.
- c) The bidder must have successfully executed/completed similar services (**Similar services means previous experience in Planning, Designing and setting up of Laundry and running of laundry equipment in 500 bedded or more hospital**) over the last three years i.e. the current financial year and last three financial years:-

1. Three similar completed service costing not less than 2.40 crores;

OR

2. Two similar completed service costing not less than 3.00 crores;

OR

3. One similar completed service costing not less than 4.80 crores.

- d) Average Annual turnover on account of laundry operation **3** crores for each year in last three financial years together 2019-20, 2020-21 and 2021-22. The same should be certified by Chartered Accountant with UDIN number
- e) Bidder must have GST registration, copy to be enclosed.
- f) Bidder should have registration with ESI & EPF, copy to be enclosed.
- g) Financial bid will be opened for those bidders who qualify technically.
- h) **Bidder must have a solvency certificate issued by nationalized /scheduled commercial banks not less than 1 crore. The solvency certificate should be dated on or after the tender notification. (Bank statement to be provided)**

3. TENDER VALIDITY

- 3.1 The tender shall remain valid and open for acceptance for a period of 180 days from the specified date of tender opening or from the extended date of tender opening whichever is the later.

- 3.2 In exceptional circumstances prior to expiry of the original tender validity period, the Tendering Authority may request the tenderer for a specified extension of the period of validity.

4. PRE BID MEETING

- 4.1 If a pre-tender meeting is convened the tenderer's designated representative is invited to attend at the venue and time stated in the Invitation to Tender. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that state.
- 4.2 The tenderer is requested as far as possible to submit any questions in writing, to reach the Tendering Authority not later than seven days before the meeting. It may not be practicable at the meeting to answer questions received late, but questions and responses will be transmitted in accordance with the following:
- (a) The text of the questions raised and the responses given together with any responses prepared after the meeting, will be transmitted through the eportal corrigendum.
 - (b) Any modification of the tender documents which may become necessary as a result of the pre-tender meeting shall be made by the Tendering authority exclusively through the issue of a tender corrigendum/ addendum/ both.
 - (c) Non-attendance at the pre-tender meeting will not be cause for disqualification of a bidder.

5. TENDER OPENING & EVALUATION

5.1 Tender Opening

- The Purchaser will open the tenders online on CPP Portal.
- The Tender Evaluation committee will examine the tenders to determine whether they are complete, whether the requisite Tender Securities have been furnished, whether the documents have been properly signed and whether the tenders are generally in order.
- **Mail ID for tendering: procurement@aiimsdeoghar.edu.in**

5.2 Process to be Confidential

After the public opening of tenders, information relating to the examination, clarification, evaluation and comparisons of tenders and recommendations concerning the award of Contract shall not be disclosed to tenders or other persons not officially concerned with such process until the award of Contract is announced.

Any effort by a tenderer to influence the Purchaser in the process of examination, evaluation and comparison of tenders and decisions concerning the award of Contract may result in the rejection of the tenderer's tender.

5.3 Clarification of Tenders

To assist in the examination, evaluation and comparison of tenders, the Tendering authority may ask tenderers individually for clarification of their tenders, including the breakdown of unit prices. The request for clarification and the response shall be in writing or by cable, facsimile or telex, but no change in the price or substance of the tender shall be sought, offered or permitted except as required to confirm the correction of arithmetical errors discovered during the evaluation of the tenders.

5.4 Determination of Responsiveness

Prior to the detailed evaluation of tenders, the Tendering authority will determine whether each tender is substantially responsive to the requirements of the tender documents. For the purpose of this clause, a substantially responsive tender is one which conforms to all the terms, conditions and specifications of the tender documents without material deviation or reservation.

A material deviation or reservation is one which affects in any substantial way the scope, quality, completion timing or administration of the Service to be undertaken by the tenderer under the Contract, or which limits in any substantial way inconsistent with the tender documents, the Tendering authority's rights or the tenderers obligations under the Contract and the rectification of which would affect unfairly the competitive position of other tenderers who have presented substantially responsive tenders.

A tender determined to be not substantially responsive will be rejected by the technical tender scrutiny committee and may not subsequently be made responsive by the tenderer by correction of the nonconforming deviation or reservation.

5.5 Correction of Errors

Tenders determined to be substantially responsive shall be checked for any arithmetic errors in the computations and summations. Errors will be corrected as follows;

- (a) Where there is a discrepancy between the amount in figures and the amount in words, the least of two will govern.
- (b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the least of the two will prevail.
- (c) The amount stated in the tender will be adjusted in accordance with the above procedure for the correction of errors and, with the concurrence of the tenderer, shall be considered as binding upon the tenderer. If the tenderer does not accept the corrected amount, the tender may be rejected and the Tender Security may be forfeited.

6. PERSONNEL AND EQUIPMENT CAPABILITIES (after the Award of Contract)

6.1 Personnel Capabilities: The firm should have suitable qualified and experienced personnel for the successful completion of the works. List of employees and bio-data of key officials shall be submitted stating clearly how these would be involved in this work. (Fill enclosed ANNEXURE -I).

6.2 Equipment Capabilities: The Applicant should submit the list of equipments for successful completion of project. And the list has to comply with the technical specifications as listed (Fill enclosed ANNEXURE -II).

6.3 Tenderer should submit an undertaking on firm's letter head in this regard.

7. SCOPE of WORK

1. Bidder is responsible for planning, designing, supplying, installation, commissioning, maintenance and operating of laundry services for **5 years** for AIIMS DEOGHAR. **The contract period can be extended for 3 more years (1 year at a time) after mutual consent. Price variation will not be applicable for an initial period of 5 years.**

2. The bidder shall calculate the number and type of equipment required in the laundry system of AIIMS DEOGHAR based on the following:

a. Specifications of the key equipment of laundry services are detailed in the tender document.

b. The load of **dirty linen shall be approximately 500 kg per day**. The same will be gradually increasing when AIIMS DEOGHAR is fully operational (upto 3000 kg or more). However , billing will be based on the actual load of linen.

c. The laundry services shall be designed and commissioned upfront for full capacity with scope of expansion for upto 25 per cent of the estimated capacity without deployment of any additional equipment.

d. 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

e. 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

3. The rate must be inclusive of the cost of linen, Plant & machinery investment, 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. This unit rate shall be the basis for calculating operational cost (OPEX) of the laundry system and the OPEX shall be paid on monthly basis by multiplying the unit rate with the actual quantity of linen handled. Bidder is responsible for cleaning, repair & maintenance of infrastructure of laundry area installed and commissioned by the bidder on regular basis.

- 4. Bidder must submit the original copy of the invoice for the machinery and consumables.**
- 5. Bidder must also provide and maintain the Laundry management system software for maintaining the electronic records of the linen supplied and collected to and from the hospital.**
- 6. Equipment and its accessories should be covered with a minimum warranty period for normal or regular wear & tear from the date of complete installation (Ready to use in all respect) and the servicing of such equipment should be included in the financial bid document appropriately. In case of the provision of software, the validity of the license key should be clearly mentioned and should have the user define provision with the option to switch over from one system to other system of the same kind within the validity period or during the Outsourcing of Laundry Services.**

7. L1 calculation will be based on OPEX cost. However, the payment of OPEX will be made on the actual basis as mentioned in the price bid form (annexure-V).
8. 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.
9. All linen items must be returned to their 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 incharge 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 OPEX bills, if the lost item is untraceable after 24 hours.
10. 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.
11. Colour coded carts will be used for transport & storage of dirty & washed linen. The carts used for transport of soiled linen should be disinfected after every use & should be kept separate from those used for transport of clean linen.
12. Standard precautions must be followed while collecting & handling of infected/soiled linen.
13. Bio-Medical Waste management rules, wherever applicable will be followed by the vendor.
14. Bidder has to provide adequate & sufficient manpower to run the Laundry Operations as per work defined in SOP.
15. Bidder has to furnish and equip all required turnkey items as defined in the specs, institute will provide a shell structure of approx. 364.53 sqm.
16. with one point electrical, water, chilled water pipe & drain supply, rest all bidder has to do from planning, designing, supply, installation and commissioning of all equipment on turnkey basis. While designing the laundry the Bidder has to keep provision for future expansion of the Laundry for the installation of One Washer

Extractor & One Front Loading Drying Tumble of the highest capacity quoted by the bidder in the said tender. This provision should be made without disrupting the zoning of the laundry. All ancillary services like (electricity, water points, plumbing, steam/ Gas etc.) required for future expansion has to be built in while designing and furnishing the laundry.

17. Authorized personnel of bidder may collect CAD drawings for better understanding of wards/ICUs/OTs/OPD/Etc. areas.
18. The design of laundry should include areas like collection, washing, drying, ironing, storage, transportation trolley storage, offices, change room, RO Plant room, Linen weighing area, Air Compressor Room(If required), Boiler Room(If required),Etc as per zoning concept for dirty & clean linen. The design should be approved by the consignee.

8. Technical specification of Plant & machinery to be provided by the Contractor.

1. Dirty Linen Collection Trolley- 3 containers minimum 40 kg capacity.
 1. The dirty Linen trolley shall be having 3 containers with different colour coding bags for the collection of the linen from the wards and other areas supported on swivelling wheels.
2. Dirty Linen Transportation Trolley – 2 Nos. Capacity minimum 100 kg
 1. The dirty linen trolley shall be fabricated out HDPE fibre plastic / SS/ Aluminium and along with swivelling wheels. The trolley should be accessible to all hospitals lifts.
 2. Trolley has to be colour coded to be used in clean and dirty area.
3. Dirty Linen Transportation Trolley- spring bottom type- 2 Nos. - Capacity minimum 50 kg
 1. The dirty linen trolley shall be fabricated out HDPE fibre plastic/ SS/ Aluminium and should have spring bottom feature for the better movement and performance along with swivelling wheels.
 2. Trolley has to be colour coded to be used in clean and dirty area. The trolley should be accessible to all hospitals lifts.
4. Receiving Counter
 1. Construction: Counter Top should be made of granite top (W 1m x L 2m)
 2. Should be aesthetically good
 3. Should provision for placing CPU, UPS, Mouse, Keyboard etc
 4. Should have at least 3 drawers.
5. Computer with printer & UPS- 01
 1. Bidder should be providing latest generation intel processor computer with printer at receiving counter and at other areas wherever required.
6. Industrial Weighing machine-01
 - a. Capacity - 0 to 200 Kg minimum with accuracy +/- 0.1 %

The weighing machine shall be heavy duty platform type with Digital display weight indication. The platform for placement of buckets/goods for weighing shall be with steel casting with adjusting lever mechanism and knob for adjustment of error in machine.

7. Office Table – as per requirement

It should be modular, ergonomically design, the make of the furniture should be SS/Aluminium/ wood, and no plastic should be used.

8. Chair with hand rest -as per requirement

It should be modular, ergonomically design, the make of the furniture should be SS/Aluminium/ wood, and no plastic should be used.

9. Storage Cupboard (2x2) - as per requirement

It should be modular, ergonomically design, the make of the furniture should be SS/Aluminium/ wood, and no plastic should be used. Should be provided with lockable doors.

10. Almirah - as per requirement

It should be modular, ergonomically design, the make of the furniture should be SS/Aluminium/ wood, and no plastic should be used. The Almirah shall have locking system.

11. Dust Bin - as per requirement

1. Constructed from Stainless steel.
2. Removable inner container of S.S. material.
3. Capacity minimum 10 litre.
4. Foot operated lid opening.

12. Laundry Scrub Station with 2 Sinks

Stainless Steel Construction with taps for wash and rinse using hot and cold water. SS Scrubbing Board in between Sinks. Underneath Shelf. Size- 1600mmx500mmx900mm

13. Sluicing machine with automatic dosing- capacity minimum 25 kg (Electrically heated) 01 no.: -To wash the infected and soiled clothes received from the wards, ICU's and OT's.

1. Machine should be fully automatic.
2. Basket volume minimum 200 litres.
3. Washer extractor with soft mount type with loading capacity of 25 kg dry weight having G force of over 350G, Robust spring suspension with shock absorbers.
4. The machine should be electric heated with all wetted parts are SS304 stainless steel construction with capability of automatic washing, rinsing and extraction.
5. The machine needs to be single motor VFD driven with microprocessor control, Touch Screen Control, Built in vacuum Breaker, Single Motor Drive.
6. Machines should be energy efficient with low water, chemical steam and electricity consumption, minimum 5 External liquid supply connections. The machines should come with all necessary safety features.
7. The equipment should weigh the linen and adjust the amount of water and energy according to the load.
8. Equipment must be US-FDA/CE/ European CE/Indian standard Certified

14. Barrier washer extractor with automatic dosing pump -01 no. - Capacity - 50 kg or more

1. The washer should have front loading and unloading of the washed garments shall be done from the other side (Unloading door).
2. Unloading door shall be placed at at 180 degrees angle from the loading door, soft mount type with suspended construction allowing a 300-350G.
3. Inner Drum should be divided into two compartments with horizontal partition.
4. It should have automatic inner drum positioning in loading or unloading position.
5. The Barrier Washer ensures that any wash program is performed in full before it allows unloading on the clean side. This guarantees that linen has been properly washed and disinfected before unloading it on the clean side.
6. It should have 2 doors (Loading & unloading door) and Mutual lock of loading and unloading door, can't be opened simultaneously.

7. Both the inner and outer wash cylinders should be constructed using stainless steel 304 and inner wash cylinder should be fitted with perforated spray lifters for improved agitation and quicker soaking of wash load.
8. It should have Automatic Outer door locking and unlocking with pneumatic system for maximum safety and efficiency.
9. In case of, fast forward, error, power failure & emergency stop, the machine will only allow opening on the dirty side.
10. Safety interlock on the loading door supervises the water level and the motor drive so that the door cannot open until the water level is below the inner drum and the drum rotation has stopped.
11. It should have end of cycle audio visual alarm.
12. It should have Pneumatic suspension for less vibration.
13. It should have variable Frequency controlled motor and silent rotation speeds.
14. The out of balance shall be determined electronically and based on the out of balance, the machine shall be able to determine the maximum allowable speed for extraction up to 300-350G.

Control Panel- The machine shall be controlled with an electronic micro-processor with the following minimum features:-

1. The control shall display remaining wash time, error codes and program status indication.
2. The display shall be of LED/LCD-type, and shall be possible to display text and symbols.
3. Wash Programs: The machine shall have a capacity to store program “libraries” with up to 30 different wash programs. It shall be possible to automatically start a wash program at a certain time.
4. Software to ensure the traceability of the linen and also helps for data logging and process validation.
5. Software that ensures that any wash program performs to its ends before it allows unloading on the clean side this would ensure that no manual bypass or override of the wash program is done for the completion of the wash cycle.
6. Control panel can be lockable with password.

Liquid Detergent supply: - The chemical/detergent supply should be through dosing pump only with minimum 5 chemical boxes. The machines shall be available for use with only liquid supplies via external dosing pumps.

Drive system: The machine shall have a motor powered by a variable frequency drive. There shall be no gearboxes, clutches or gear reducers.

Water and drain: The machine shall be provided with two water inlets (Cold/Hot).

Basket Volume- 500 Ltrs.(Minimum)

Final Extract - More than 800 RPM or more

G-Force - 350 G or more

Electric supply - 415V, 3Ø, AC, 50hz

Electric Motor rating should not be more than 5 H.P.

Equipment must be CE certified.

15. DRYING TUMBLER -01

- (i) Capacity – 60 kg -1200 Ltrs Electric heated

Heavy duty, Front Loading, Cool down Feature, Auto-timed, Auto-reversible, Dual Motor drive, Open Pocket & Front display, the dryer should be with temperature control system. For long service life, the drum suspension should have sealed self-lubrication bearings.

- a. Control – Microprocessor with adjustable parameters such as temperature, program and cool down time. And also the feature to control the moisture control in the dryer
- b. Temperature Controller - Auto digital control
- c. Time Controller- Auto digital control for drying and cooling
- d. Software -for the minimization of the cost and maximization of the uptime of the equipment and would ensure the following (running hours, idle time, consumption figures*, machine usage, total consumption, cost calculation etc.) - process validation (print of receipt) - maintenance intervals (actions are logged) - error alerts (recommend actions).
- e. Door opening it should be large for easy loading and unloading
- f. Inner Drum–Should be made of Stainless steel AISI-304 The drum should be fitted with 4 lifters. The diameter of the perforation holes should be 8 mm for better perforation and fast drying with 2 loads per hour
- g. Residual moisture control feature for the continuous measurement for the garments in the cycle to prevent over drying and thus saving energy and time
- h. Safety features: The tumble dryer should be equipped with overheating protection and a temperature sensor that turns off the heat if the airflow is clogged.
- i. Installation: The tumble dryer should be having design for quick and simple installation by using the adjustable levelling feet. Only one external connection for electricity, gas, steam and exhaust should be required.
- j. Door Lock: The dryer should have a safety function or feature , which means the dryer should stops in case the door is opened during operation.
- k. Transmission: The transmission should have pulley and belt drive. There should be no Gearboxes ,clutches or gear reducers. The transmission should have a mechanical device for tightening and loosening the drive belt.
- l. Door - Made of die pressed Stainless steel AISI 304 quality, Toughened glass window , SS door latch/handle and interlock for safety.
- m. Door Opening - 900 mm Ø (Minimum)
- n. Basket Volume- 1200Ltrs.(Minimum)
- o. Suction Blower- Heavy duty Centrifugal Suction Blower and dynamically balanced
- p. Lint Screen - Self cleaning lint screen, facility of cleaning should be through front door
- q. Electric Load – 3.3 Kw
- r. Heating : Electric
- s. Electric supply–380-415V, 3Ø, AC, 50hz.

1 b) DRYING TUMBLER-01

- (ii) Capacity – 30 kg – 500 ltrs Electric heated

Heavy duty, Front Loading, Cool down Feature, Auto-timed, Auto-reversible, Dual Motor drive, Open Pocket & Front display, the dryer should be with temperature control system. For long service life, the drum suspension should have sealed self-lubrication bearings.

- a. Control – Microprocessor with adjustable parameters such as temperature, program and cool down time. And also the feature to control the moisture control in the dryer
 - b. Temperature Controller - Auto digital control
 - c. Time Controller- Auto digital control for drying and cooling
 - d. Software -for the minimization of the cost and maximization of the uptime of the equipment and would ensure the following (running hours, idle time, consumption figures*, machine usage, total consumption, cost calculation etc.) - process validation (print of receipt) - maintenance intervals (actions are logged) - error alerts (recommend actions).
 - e. Door opening it should be large for easy loading and unloading
 - f. Inner Drum–Should be made of Stainless steel AISI-304 The drum should be fitted with 4 lifters. The diameter of the perforation holes should be 8 mm for better perforation and fast drying with 2 loads per hour
 - g. Residual moisture control feature for the continuous measurement for the garments in the cycle to prevent over drying and thus saving energy and time
 - h. Safety features: The tumble dryer should be equipped with overheating protection and a temperature sensor that turns off the heat if the airflow is clogged.
 - i. Installation: The tumble dryer should be having design for quick and simple installation by using the adjustable levelling feet. Only one external connection for electricity, gas, steam and exhaust should be required.
 - j. Door Lock: The dryer should have a safety function or feature , which means the dryer should stops in case the door is opened during operation.
 - k. Transmission: The transmission should have pulley and belt drive. There should be no Gearboxes, clutches or gear reducers. The transmission should have a mechanical device for tightening and loosening the drive belt.
 - l. Door - Made of die pressed Stainless steel AISI 304 quality, Toughened glass window , SS door latch/handle and interlock for safety m. Door Opening - 900 mm Ø (Minimum)
 - n. Basket Volume- 1200Ltrs.(Minimum)
 - o. Suction Blower- Heavy duty Centrifugal Suction Blower and dynamically balanced
 - p. Lint Screen - Self cleaning lint screen, facility of cleaning should be through front door
 - q. Electric Load – 3.3 Kw
 - r. Heating : Electrical
 - s. Electric supply–380-415V, 3Ø, AC, 50hz.
16. Flatwork Ironer -with Feeder, Folder & Stacker (Roller Size- 450-480 Ø mm x 1900-2000 mm length) -01
1. Flatwork Ironer should have automatic feeder along with folding and stacking option.
 2. One station automatic feeding with electro-mechanical clamps for a smooth and efficient quality feeding.
 3. It should have a Standard touch screen control.
 4. Standard automatic ironing speed control system.
 5. Standard stand-by and sleeping modes for optimum energy savings.

6. Versatile stacker for delivery of linen stacks to the front or the rear of the machine.
7. Suitable for rapid ironing of linen like Bed sheets, Pillow cover or flat sheet etc.
8. Roller Size- 450-480 Ø mm x 1900-2000 mm length
9. Control: Electronic Control Panel with automatic speed regulation system.
10. Safety – Finger Guard Protection and Start and stop of the machine with emergency switch.
11. Padding- Polyester padding
12. Ironing Speed – minimum 9 metre or more per minute
13. Electric supply- 415V, 3Ø, AC, 50hz
14. Equipment must be US-FDA/CE/ European CE Certified.

17. Utility press with Ironing Table-01

1. Table size should be 135 cm X 38 cm X88 cm (53”X15”X35”)
2. Garment Tray with Heated Surface and adjustment of surface temperature.
3. It should have built in Vacuum function in the table.
4. Rectangular shape of the Ironing table for large working area
5. Polyester foam padding for better life.
6. Integral steam boiler for better safety
7. Iron balancer equipped with the machine.
8. It should have overhead gantry to support iron hoses.

18. Heavy duty Sewing machine-01

1. Semi-Dry Automatic Lubrication to the Main Machine Parts.
2. Horizontal Axis Rotary Hook
3. Large Capacity Bobbin.
4. Extra Large Needle.
5. Sewing Speed RPM: 800
6. Max. Stitch Length: 5 to 12 mm
7. 13mm Presser Foot Clearance
8. Maximum Stitch Length of 4mm.
9. Lock Stitch Machine.
10. Equipment must be CE certified.
19. Mobile Table with castor wheels- as per requirement

Dimensions: 4feetX2 Feet. The folding table shall be specially designed for carrying rolling and folding of linen in the laundry. The frame of the table shall be fabricated out of MS welded construction with one bottom shelf for storage. Complete with heavy-duty ball bearing for swivelling wheels. The table top shall be of polished Stainless steel.

20. Fresh Linen storage racks - as per requirement

1. Size –minimum 1200mmx460mmx1800mm
2. 4 shelves; Made of Stainless Steel-AISI-304, Finished with Polishing.
3. Anticorrosion treated components, treated with seven steps of anti-corrosion process.
4. Surface free from flaws, roll marks, dents, lines etc.

21. Folding table- as per requirement

1. Rolling Table large size having S.S. top and under shelf. Top made of S.S. sheet. One under shelf of 18 S.S. Sheet having 4" dia. The castor wheel should have locking mechanism.
Length – 100" Breadth – 50" Height – 50"
2. Should be able to use while folding and stacking of linen while in process.

22. Dispatch Counter- as per requirement

1. Construction: Counter Top should be made of granite top with appropriate size
2. Should be aesthetically good
3. Should be supplied with computer as per specification given for receiving counter.
4. Should provision for placing CPU, UPS, Mouse, Keyboard etc

23. Clean Linen Transportation Trolley-02 - spring bottom type- Capacity minimum 100 kg

1. The clean linen trolley shall be fabricated out HDPE fibre plastic / SS and should have spring bottom feature for the better movement and performance along with swivelling wheels.
2. Trolley has to be color coded to be used in clean and dirty area.

24. Clean Linen Transportation Trolley-02 - spring bottom type- Capacity minimum 50 kg

1. The clean linen trolley shall be fabricated out HDPE fibre plastic/ SS and should have spring bottom feature for the better movement and performance along with swivelling wheels.
2. Trolley has to be color coded to be used in clean and dirty area.

25. Reverse Osmosis/Water softener Plant 5000 LPH - 01

1. Reverse Osmosis Plant 5000 Liters per hour capacity
2. Should have stainless steel skid mounts for pre-treatments and RO unit
3. Should have booster Pumps.
4. Should have direct bypass valve and auto flush systems.
5. Should have thin film composite membrane of equivalent.
6. Should have dry run protection of pump.
7. Should have auto flush timer.
8. Should have automatic tank level control.
9. Should have over voltage and over current protection.
10. Should have high efficiency reverse osmosis membrane.
11. Should have 10000 L purified water reservoir with bacterial vent filter to ensure microbiological integrity.
12. Should have re-circulation pump provides instantaneous delivery flow.
13. Should have comprehensive micro-processor monitoring and control system.
14. RO should of Eureka Forbes/Ion Exchange / Millipore / Kent / Aquacare / Rions make.
15. Consumable filters & other accessories of 2 each extra to be provided with first supply & unit rate should be quoted for these items for 3 years.

26. Hot Water System-Gas Manifold- (If required)-01

1. It should be supplied by the bidder with appropriate capacity to run laundry system without any break if laundry system runs 24x7.
2. Glass Lined Tank for water heater use.
3. Anode with low level of maintenance.
4. Low flue gas temperature for higher efficiency.
5. Additional pressure and temperature valve for safety
6. Fully automatic spark ignition & Automatic Control system
7. Sufficient number of cylinder with backup should be provided.

27. Air Compressor:

It should be supplied by the bidder with appropriate capacity to run laundry system without any break if laundry system runs 24x7

28. Turnkey & Civil work

1. Bidder has to do all required turnkey as defined in the specs, institute will provide shell structure of approx. **364.53sqm** with one point electrical, water & drain supply, rest all bidder has to do from planning, designing, supply, installation and commissioning of all equipment on turnkey basis. In Addition to the above work, Bidder has to do all turnkey works (provide space & ancillary services) for future expansion of Laundry services equivalent to 50% of the total load mentioned in the tender
2. Bidders are strongly advised to visit the site and carry out the assessment of works. Total area dedicated for Laundry is approx. **364.53sqm** Only those vendors who offer the entire range of state of the art equipment comprehensively as a package deal will be considered. Laundry has to be designed, built, operate and maintain by the supplier for 3 years.
3. Bidder has to submit the layout design proposed with material used for construction/civil works to AIIMS DEOGHAR for approval, Bidder can start the execution of civil works after getting approval from AIIMS DEOGHAR.
4. Civil works includes construction of brick wall, plastering, painting, etc required as per the approved lay out plan, laying of tiles on walls & floors, provision of doors & windows as per approved lay out plan. Levelling of floor (if required) before laying of suitable anti-slippery floor and strengthening of floor should be bidder's responsibility (if required).
5. Bidder has to construct toilets, rest room, change room (Male & Female), eye shower and shower facilities for their workers.
6. Room for RO/softener water plant with proper exhaust has to be carried out by the bidder.
7. Room/space for Air Compressor (if required) for smooth operation should be provided by the vendor.
8. SS wall panelling has to be done on both sides of barrier washers, SS 304 should be of minimum 0.8mm thick with suitable insulation.

9. Any other necessary work not mentioned in BOQ/technical specifications/turnkey but required for the successful completion of Installation, Commissioning, maintenance & operation of Laundry should be carried out by the bidder.

10. Bidder has to install CCTV cameras covering all major areas with recording of 30 days for the proper monitoring of workflow with the connection in the manager room. It should be integrated with Hospital security system.

9. Electrical works

1. All electrical work required for commissioning and installation of equipment like cable wire, electrical outlets, switches, cable trenches, trays, railings, etc. should be fire proof, of reputed make, certified for electrical safety. All remaining work has to be done by the bidder including Electrical Isolators, MCBs, Electrical boards, Switches, Sockets and any other thing which are required for smooth running of Laundry Equipment.

2. Bidder has to supply suitable electrical control panel for all laundry system.

3. Institute will provide one point electrical supply at laundry and further distribution within the laundry will be responsibility of bidder as per approved layout.

10. Ventilation & Lighting

1. Provision of 2ftx2ft LED lights to provide illumination of 500 lux in all areas. LED lights to be flush mounted to the false ceiling.

2. Toughened glass sealed windows with curtains to be provided to allow natural sun light wherever possible.

3. Exhaust air fans to be provided wherever required to maintain the positive and negative pressures as per SOP/tendered specs.

4. Suitable tonnage of Air conditioning in office room to be provided for maintaining a temperature of 20 deg. C +/-2 deg. C .

11. Plumbing Works

1. Institute will provide one point water& drain supply and further distribution will be responsibility of bidder as per approved layout.

2. All plumbing work associated with proper functioning of Equipment has to be carried out by the vendor. Drains are special open drains with removable covers having large discharge capacity for spontaneous discharge of water. Proper Lint Trap and Hair trap should be in the drain line.

3. Safe disposal of solid & liquid waste generated during the process of the work will be the responsibility of the contractor.
4. Any other plumbing works associated with proper functioning of Laundry has to be carried out by the vendor.

12. Fire Fighting

1. Fire safety: Fire safety equipment will be installed as per the norms and requirements of the fire department and keeping in mind the norms and specifications of the different zoning areas of the Laundry.
 - a. Fire detection and alarm system with conventional optical type smoke detectors, RIs/ MCP, fire control panel and its wiring with copper conductor FRLS wire shall be provided as per CPWD specifications.
 - i. Make of smoke detectors as approved will be Apollo/ Edward/ Seimens/ Honeywell.
 - ii. Make of RI, Hooters, MCP, Fire control panel will be of Agni/ Safex/ Minimax.
 - b. Fire fighting system will be installed comprising of Hose reels, fire hydrants, landing valve, hose pipes, branch pipe, nozzles, valves as per CPWD specifications. The hosing and internal pipeline needs to be laid down by the vendor. However the water connection will be provided by the institute.
 - c. Automatic sprinkler system with adequate size of pressurization pump with pressure gauge, flow switch, annunciation panel etc shall be installed by the vendor, as per CPWD specifications.
 - d. Vendor will provide adequate fire extinguishers of required type. (According to Fire safety rules).

13. General Terms and conditions

1. 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.
2. 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.
3. The bidder shall comply with the labour laws applicable and Institute shall not be responsible for any litigation/default from agency side.
4. The firm will verify the antecedents of all employees working, by police verification and will keep attendance and other relevant records at it's 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.

5. 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.
6. 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.
7. Institute will decide the timing of collection of linen, to be followed by the vendor (Delivered within 24 hrs of collection).
8. If 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 vendor will be held responsible to preserve the laundry equipment intact and handover the same in functional status. Otherwise vendor 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.
9. 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.

14. Manpower Requirement

1. The vendor will depute adequate manpower to meet the SOP & load requirement as defined in the tender.
2. Workers with adequate knowledge and experience of working in laundry to be employed. Due certification/verification of employees with health check-up is mandatory.
3. Medical examination of staff:-The bidder shall employ only those persons in the laundry who are found to be medically fit. The hospital reserves its right to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the AIIMS DEOGHAR on medical examination of such employees, shall be borne and paid by the bidder.
4. Wages and insurance:-The vendor shall comply with the laws (Labour Law and others) applicable to employees working in the laundry regarding working hours, minimum wages, safety, cleanliness, leave, overtime allowances, provident fund, retrenchment benefits, and medical benefits like ESI etc.
5. It shall be the responsibility of the vendor to employ an adequate number of cleaners and sweepers and provide them with adequate and necessary equipment/ materials for keeping the laundry scrupulously clean and in a sanitary condition to the satisfaction of the institute. 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.
6. AIIMS DEOGHAR management has no liability for the manpower deployed by the party, their health and safety. 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 especially for the use of, appropriate personal protective equipment (PPE). AIIMS DEOGHAR possess no other liability other than the cost of cleaning.

7. The laundry services for AIIMS DEOGHAR shall be provided on all days (including Sundays & Holidays) during the contract period. Failure to provide service shall attract a penalty according to the penalty clause.

15. Washing Chemicals/Detergents/Etc

The vendor shall be responsible for the procurement of all the detergents/washing chemicals etc. The institute authorities can make a 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. Quality of the chemicals will be decided by committee formed by competent authority, as and when required.

16. Supervision and Quality control

1. AIIMS DEOGHAR, management shall have the right to terminate the contract of the services rendered by the vendor, which are not of the requisite standard.
2. Management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
3. AIIMS DEOGHAR, authorities will have an unfettered right to inspect the premise, process of laundry, and finished product at any time and the vendor shall cooperate with the authorities.

17. Security and safety

1. AIIMS DEOGHAR, 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 AIIMS DEOGHAR , 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 work flow with the connection in the manager room. It should be integrated with the Hospital security system.

18. Payment -Payment will be made for OPEX on monthly basis by AIIMS DEOGHAR

19. Penalty Performance Review Criteria and Penalty from Bill Payment:

Performance review shall be carried out on a quarterly basis as per the following criteria and the penalties from the bill payment shall be as follows:

Monitoring Parameters	Method of assessment	Max Score for each Category *	Score
Attendance, Uniform and Use of PPE during duty time of the Laundry staff (Standard- No penalty imposed)	Record Review	1	
Adequate supply of materials as mentioned in the service standards	Observation	1	
Equipment up-time >= 95%	Observation / Record Review	2	
Collection, Segregation and transport of dirty / soiled linen in agreed time lines	Record Review	2	
Washing and calendaring / ironing in agreed time lines as per the service standards(Standard-No penalty imposed)	Record Review	2	
Delivery of washed laundry in agreed time lines as per the service standards (StandardNo penalty imposed)	Record Review	1	
Patient Satisfaction study result (Standard-90% positive response)	Record Review	1	
Total		10	

*The conditionalities of performance indicators and scores may be changed basing on the requirement.

Total Score	Penalty from Bill Amount
< or = 75%	2 % penalty from Bill
>75% and < 90 %	1% penalty from

	Bill
= or >90%	Zero penalty

Other Penalty:

S. No	Service level agreement	Penalties for noncompliance
1	Late Collection / picking up of linen	Rs. 100 per hour for delay more than 12 hours.
	Or	
	Late delivery/handing over of the washed/ cleaned linen/dresses etc.	
2	Use of sub-standard detergent/ chemicals for washing of linens/dresses etc during inspection by the Hospital Administration.	Rs. 1000/- penalty will be imposed on each occasion.
3	Improper handling of infected/soiled linen or improper disposal of left out chemicals and other washing materials. Bio-medical waste is not disposed-off as per the application rules.	Rs. 500/- on each occasion. To be complied failing which contract may be terminated for repeated offence.
4	Damage or theft/lost/short fall of the linen etc. at the Agency end	To be replaced by the agency with same specification
5	The Laundry Men/Staff are not wearing proper uniform/badge etc.	Rs. 100/- on each occasion.
6	Misuse of resources for commercial purpose by the agency.	10% of the billed amount of the same month
		Contract may be terminated for repeated default as per Buyer's discretion.

Major Role of Agency

- The Agency is assigned to do sorting, washing, extracting, drying, ironing, folding, mending and delivery of linen.

- The establishment of the laundry unit with the office for the management of laundry services will be the sole responsibility of the Agency.
- Monthly payment of electricity and water as per the utilization of electricity through a sub-meter.
- The Agency has to deliver services as per ToR specified in the RFP.
- Periodic training to each staff.

Major Role of Hospital Administration / Authority

- Provide space for the establishment of laundry unit.
- Provide adequate electrical supply & water supply at the laundry unit.
- Providing linen from Khadi
- Payment as eligible to the Agency on a monthly basis.
- Regular monitoring & quality assurance

20. Standard Operating Procedure (SOP) for Laundry

1. The laundry facility at AIIMS DEOGHAR 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 and a “clean” area for processing the washed items. 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 to be approved by the consignee.
4. A transit zone should be provided between dirty and clean areas of the laundry, where hand washing/drying and change of outer garment/PPE is carried out. A wash area should be placed in between the clean and dirty areas, where staff can wash/sanitize before proceeding to the clean area.
5. To minimize the potential for re contaminating cleaned laundry with aerosolized contaminated lint, 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).
6. Laundry at AIIMS DEOGHAR will run minimum from 8 AM to 8 PM on all days (365 days) and in case of emergency/disaster 24x7.
7. Bidder has to maintain all equipment as per standard during contract period with all required consumables & calibration.

21. Inventory management in laundry

- 1) Inventory management of linen which are to be processed in laundry will be done in laundry premises, AIIMS DEOGHAR.

- 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 personal of AIIMS DEOGHAR.

A. 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. The 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 12noon 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.

B. 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 .

C. 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.

2. 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

3. 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.

4. 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.

c. 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 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

d. 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

e. 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 24*7

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.

5. Washed linen to be checked for following parameters:

a) Whiteness: Reflectiveness value: minimum 85 % No yellowing or greying

b) Stains: Up to 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.

6. 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.

f. 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.

g. 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 need to report all infections such as gastroenteritis, dermatitis, pustules, skin lesions and boils and seek immediate medical attendant
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 bidder to abide by the SOP laid down for laundry by the Laundry Committee, AIIMS Deoghar and to adopt to changes in SOPs from time to time. To monitor compliance to the SOP spot checks will be undertaken by the committee.
Note: The proofs of the quality certifications for each piece of equipment as mentioned in the tender specifications are to be submitted along with Technical Bid.

PROFORMA ‘A’

PROFORMA FOR PERFORMANCE STATEMENT
(For the period of last five years)

TEL No. : _____

Date of Bid Opening : _____

Name and address of the Bidder : _____

Name and address of the Manufacturer : _____

Order placed by (full address)	Order no. and date ##	Description (Model no.) and quantity	Value of order (Rs.)	Consignee	Contract	Actual	Reasons for Delay if Any	Have the goods been functioning satisfactorily (attach documentary proof)**
1	2	3	4	5	6	7	8	9

We hereby certify that the details of all orders received in last 5 years of quoted equipment has been furnished. We hereby further certify that if at any time, information furnished by us is proved to be false or incorrect; we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the Bid Security.

Name_____

Business Address_____

Signature of Bidder_____

Place:_____Seal of the Bidder_____

** The documentary proof will be a latest certificate from the consignee/end user with cross-reference of order no. and date

The bidders are requested to submit the purchase order copies for the specific model quoted along with the Techno-commercial Bid.

22. PRICE BID- In BOQ_xxx.xls format.

23. CLARIFICATION OF BIDS

23.1 To assist in the examination, evaluation and comparison of bids the Purchaser may, at its discretion, ask the bidders for clarification of their bids.

23.2 Clarification sought and reply received to be all in writing. No change in price or substance of Bid permitted.

24. EVALUATION AND COMPARISON OF BIDS

The Purchaser will evaluate and compare the bids on the basis of technical bids evaluations followed by the price bid evaluation.

25. AWARD OF CONTRACT AND SIGNING OF THE CONTRACT

25.1 Prior to the expiration of the period of tender validity prescribed by the

Purchaser, the Purchaser will notify the successful tenderer by mail or telex and confirmed in writing by registered letter that his tender has been accepted. This letter (hereinafter and in all Contract documents called "Letter of Acceptance") shall name the sum (hereinafter and in all Contract documents called "the Contract Price") which the Tendering authority will pay to the Contractor in consideration of the execution and completion of the Works as prescribed by the Contract.

25.2 Notification of award will constitute the formation of the Contract subject to the parties signing the contract.

25.3 Upon the furnishing of a Performance Security by the successful tenderer, the unsuccessful tenderers will promptly be notified that their tenders have been unsuccessful.

25.4 The parties to the contract shall have it signed within 15 days from the date of notification of contract award unless there is an administrative review request.

26. TENDERING AUTHORITY'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

The Purchaser reserves the right to accept or reject any Bid and annul the Bidding process and reject all Bids at any time prior to award of contract, without thereby,

incurring any liability to the effected Bidder or Bidders on the grounds of the Purchaser's action.

27. PERFORMANCE SECURITY

- a. The successful bidder shall have to submit a Performance Guarantee (PG) within 15 days from the date of issue of Supply Order in favour of "AIIMS Deoghar" and to be received in the "DDA office, 4th floor, Administrative Block, , AIIMS Deoghar, Devipur, Jharkhand-814152" before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 5% of the contract value.
- b. The Performance Guarantee should be established in favour of "AIIMS Deoghar" through any Schedule Bank with a clause to enforce the same on their local branch at Deoghar.
- c. Validity of the performance guarantee bond shall be for a period of 60 days beyond of entire Contract period from the date of issue of installation & commissioning.
- d. The performance security unless used as compensation will be discharged by the Purchaser after the completion of the contract period.

28. CORRUPT OR FRAUDULENT PRACTICES

28.1 The Government requires that Tenderers /suppliers/Contractors, observe the highest standard of ethics during the procurement and execution of Government financed contracts. In pursuance of this policy, the Government

- (a) defines, for the purposes of this provision, the terms set forth as follows:
 - (i) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Government, and includes collusive practice among tenderers (prior to or after tender submission) designed to establish tender prices at artificial non-competitive levels and to deprive the Government of the benefits of free and open competition.
- (b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

- (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Government financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Government-financed contract.

29. STANDARDS

The goods supplied under this contract shall conform to the standards mentioned in the Technical specifications and when no applicable standard is mentioned, to the authoritative standard appropriate to the Goods and such standards, shall be the latest issued by the concerned institution.

30. USE OF CONTRACT DOCUMENT AND INFORMATION

The Supplier shall not without the Purchaser's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Purchaser in connection there with, to any person other than a person employed by the Supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

The Supplier shall not, without the Purchaser's prior written consent, make use of any documents or information except for purposes of performing the contract.

Any document, other than the contract itself shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Suppliers performance under the contract if so required by the Purchaser.

31. INSPECTION AND TESTS

31.1 Inspection Authority. The Executive Director & CEO, AIIMS, DEOGHAR or his duly appointed representative(s).

31.2 The Purchaser or its representative shall have the right to inspect and/or to test the goods and services to confirm to their conformity to the contract/ where the conditions of contract and/or the Technical specifications specify what inspection and tests the Purchaser requires and/or where they are to be conducted then such specification shall be complied with for the goods to which it applies. The Purchaser shall notify in writing of the identity of any representative retained for these purposes.

31.3 The inspection and tests may be conducted at the goods' final destination.

31.4 Should any inspected or tested goods fail to conform to the specifications, the Purchaser may reject them and the Supplier shall either replace the rejected goods or make all alternations necessary to meet specification requirements free of cost to the Purchaser.

32. PACKING

Notwithstanding anything stated in this clause, the supplier shall be entirely responsible for loss, damage, deterioration, and depreciation of the goods due to faulty protective and insecure packing and shall arrange for prompt replacement, without affecting or causing any delay in the service that has to be provided.

33. DELIVERY AND DOCUMENTS

Delivery of services on time as specified by the tender accepting authority at the time of award of contract.

34. INSURANCE

The Supplier shall as far as possible shall obtain insurance cover with Indian Insurance companies and insurance cover shall be obtained by the successful bidder. The successful bidder is fully responsible for the reach of equipment, commissioning and maintenance at BMC&RI KR Road, Bengaluru. A copy of the insurance made has to be submitted to this office after the installation of the equipment's.

35. PAYMENT

Payment will be made on a monthly basis on the actual qty of the linen washed & delivered as per the requirement during the month, after the submission of service bills/invoices. **Water and Electricity charges will be deducted on the actual basis from the monthly bill.**

36. DELAYS IN THE SERVICE PROVIDER'S PERFORMANCE

36.1 The time and the date specified in the Contract for the delivery of the goods shall be deemed to be the essence of the contract.

36.2 Delivery of the goods and performance of Services shall be made by the Supplier in accordance with the time schedule specified by the Purchaser.

36.3 An unexcused delay by the Supplier in the performance of the delivery obligations shall render the Supplier liable to any or all of the following sanctions; forfeiture of its performance security, impositions of liquidated damages and / or termination of the contract for default.

36.4 If at any time during the performance of the contract, the supplier or its sub-suppliers should encounter conditions impeding timely delivery of the goods and performance of the services, the supplier shall promptly notify the Purchaser in writing the fact of delay its likely duration and its causes. As soon as practicable after receipt of the suppliers notice the Purchaser shall evaluate the situation and may at its discretion extend the suppliers time for performance by such period as the purchaser may think fit and shall in the case of force majeure extend such time by such period as the purchaser shall consider fair and reasonable.

37. LIQUIDATED DAMAGES

Subject to force majeure and except for delays caused by the Purchaser, if the supplier fails to deliver any or all of the goods or perform the services within the time periods specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as Liquidated damages, a sum equivalent to 0.5% of the price of the delayed goods or unperformed delivery or performance, up to a maximum deduction of 10% of the delayed goods ' or services', contract price. Once the maximum is reached, the purchaser may consider termination of the contract.

38. TERMINATION FOR DEFAULT 38.1 The Purchaser may, without prejudice to any

Other remedy for breach of

Contract, by written notice of default sent to the Supplier, terminate the contract in whole or in part. If the supplier fails to deliver any or all of the goods within the time period(s) specified in the Contract, or any extension thereof granted by the purchaser pursuant to clause 13 or If the supplier fails to perform any other obligation (s) under the contract.

38.2 The supplier shall continue performance of the contract to the extent not terminated. In the event the purchaser terminates the contract in whole or in part, pursuant to para 15.1 and without prejudice to the purchaser's other remedies, the purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or services similar to those undelivered or unperformed and the supplier shall be liable to the Purchaser for any excess costs for such similar goods.

38.3 The bidder may terminate contract only after 3 years from the time of providing service. A mutual consent may be obtained 6 months prior terminating the contract. The purchaser may also terminate the contract before 3 years, if breach of terms and conditions is done by the bidder and security deposit will be forfeited.

39. FORCE MAJEURE

39.1 "Force Majeure" means an event beyond the control of the supplier and not involving suppliers fault or negligence and not foreseeable. Such events may include but are not

Restricted to acts of purchaser either in its sovereign or contractual capacity, wares or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

39.2 If a Force Majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing the supplier shall continue to perform its obligations under the contract as far as it is reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

40. TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the contract by giving written notice to the supplier, without compensation to the supplier, if the supplier becomes bankrupt or otherwise insolvent (which events shall of themselves be a breach of the contract on the part of the supplier), provided such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

41. TERMINATION FOR CONVENIENCE

The Purchaser may, by written notice sent to the supplier, terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for the purchasers convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective. PBG will be forfeited accordingly.

42. RESOLUTION OF DISPUTE

42.1 The Purchaser and the supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

42.2 After thirty (30) days from the commencement of such informal negotiations, or if either party refuses to participate in such informal negotiations, then the purchaser and the supplier have been unable to resolve amicably a contract dispute either party may require that the dispute be referred for resolution to arbitration by Indian by the Indian Council of Arbitration in Accordance with Arbitration & Reconciliation act 1996 with latest amendments if any.

42.3 Venue of Arbitration shall be at DEOGHAR.

43. NOTICES

43.1 Any notice given to the other pursuant to the contract shall be sent in writing or by facsimile, electronic mail, telegram or cable and confirmed in writing to the address specified for that purpose in the special conditions of the contract.

43.2 A notice shall be effective when delivered.

44. CONTRACT PERIOD

- The contract is for a period of Five years and if the service is found satisfactory, it can be extended for three more years (One year at a time).
- Successful Bidder shall submit the invoice copies from where he has purchased the equipments that will be installed at the hospital premises for carrying out laundry services and Invoices for the purchase of linen and chemicals used for carrying out the services.
- Bidders shall submit the invoice every month (linen details) for making payment. Along with the invoices, monthly expenditure for the chemicals used, i.e the original invoices for the purchase of the chemicals. If any linen has been changed in that particular month, the original invoices for the purchase of the same.

45. ROLES & RESPONSIBILITIES OF THE CONTRACTOR/ SUCCESSFUL BIDDER

- The successful bidder shall follow all procedures related to the supply, installation and commissioning of the equipment and for carrying out the laundry services.
- The successful bidder shall make arrangements for a separate electric and water meter and bear the charges of it. The bill payment shall be made by the bidder every month.
- The hospital shall provide required space for establishing the services, water connection to the successful bidder.
- All Civil Works and electrical works with Modifications whatsoever shall be at the sole responsibility of the bidder. Successful bidder shall take consent from concerned authority for any alterations to structures in the hospital premises.
- The bidder shall maintain the total equipment in good condition for the entire contractual period at free of cost without any financial implications to Director, AIIMS DEOGHAR (this shall include all kinds of insurance, AMC and CMC to the equipment)
- The total price quoted for the providing laundry service along with linen will be considered for awarding the contract. It is mandatory for the bidders to bid for all the items listed in the price bid. Bidders who fail to quote as per price bid will be rejected.
- Bills will be raised in name of The Executive Director & CEO, AIIMS DEOGHAR.

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT DEOGHAR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT DEOGHAR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
, Deoghar-441108

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Deoghar (Buyer) have invited Tenders vide TenderNo.....Dt..... for purchase

of.....AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Guarantee Bond in favour of "AIIMS Deoghar" in the form of Bank Guarantee for Rs[5 % (Five percent)of the contract value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Guarantee Bond is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Deoghar on demand and without protest or demur(Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Deoghar(Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We, (name of the Bank& branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Deoghar(Buyer).

Not with standing anything contained herein:

a. Our liability under this Bank Guarantee shall not exceed'. (Indian Rupees. only).

b. This Bank Guarantee shall be valid up to..... (date) and the claim period shall be six months beyond the validity of BG.

e are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Deoghar serve upon us a written claim or demand on or before (Date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the Bank:.....

Complete Postal Address:

CHECK LIST FOR BIDDERS ELIGIBILITY CRITERIA

The following Mandatory documents to be uploaded to qualify in technical bid

Sl.No	Requirement as per Tender	Reference to Page No. to be furnished
1	PAN No. (copy of PAN to be uploaded)	
2	GST registration certificate on relevant field (In the field of Landry Service)	
3	Average Annual turnover on account of laundry operation of 3 Crores for each year in the last three financial years together). The same should be certified by Chartered Accountant with UDIN no.	
4	Firm Registration Certificate	
5	List Of Institutes /Organizations Where Similar Kind of Service has Been provided, i.e. build own & operate model	
6	<p>a) Bidder should have experience of successfully providing In-house laundry services to Hospitals (not less than 500 beds) of Central Government/State Government/ AIIMS/Institutes of National Importance/ PSU for at least Three (3) years on Build own & Operate Model as on date of invitation of bids.</p> <p>b) The bidder must have successfully executed/completed similar services (Similar services means previous experience in Planning, Designing and setting up of Laundry and running of laundry equipment in 500 bedded or more hospital) over the last three years i.e. the current financial year and last three financial years:- Three similar completed service costing not less than 2.40 crores.</p> <p style="text-align: center;">OR</p> <p>Two similar completed service costing not less than 3.00 crores;</p> <p style="text-align: center;">OR</p> <p>One similar completed service costing not less than 4.80 crores.</p>	
7	Technical Specification /Boucher of Equipment's That Will Be Installed to Carry Out the service	
8	Working methodology along with the equipment's that will be installed.	
9	Bidder should have registration with ESI & EPF, copy to be enclosed.	
10	Tender documents along with NIT should be signed and stamped	
11	Signed and Scanned Copy of Notarized affidavit on stamp paper of Rs. 100/- of Integrity Pact (Annexure-VI)	

12	The firm should submit an affidavit on stamp paper of Rs. 100/- duly notarized that they have not abandoned & blacklisted for any work from Union Government/ State Governments/ PSU's etc. during the last 5 years.	
13	Bidder must have a solvency certificate issued by nationalized /scheduled commercial banks not less than 1 crore. The solvency certificate should be dated on or after the tender notification. (Bank statement to be provided)	
14	Valid authorization certificate from Jharkhand pollution control board for running laundry service. If authorization certificate is not there then submit undertaking that same will be provide within one month of awarding contract.	
15	Valid registration under (RSA) act 1970 from labor law authority. If authorization certificate is not there then submit undertaking that same will be provide within one month of awarding contract.	
16	Ernest Money deposit (EMD) and Tender Fee	

PERSONAL CAPABILITIESMinimum **essential** Manpower to be located at Laundry Facility

Sl. No.	Particulars	No. of Man Power
1	Supervisor	
2	Laundry Manager	
3	Skilled Operator	
4	Attendant	
5	Ward Boy (Collection and Distribution)	

*Basic requirement suggested, requirement may increase in accordance with the load or may deploy extra as per the bidder's requirement.

EQUIPMENT CAPABILITIES

SL NO	EQUIPMENT NAME	MODEL, MAKE OF THE EQUIPMENT THAT WILL BE INSTALLED	BROCHURE FOR THE SAME ENCLOSED OR NOT
1	BARRIER WASHER EXTRACTOR 50KG		
2	DRYING TUMBLER 60KG & 30KG		
3	VACCUM FINISHING TABLE WITH IRON		
4	FLATWORK IRONER		
5	SEWING MACHINE		
6	WASH ROOM TROLLEY		
7	DRY LINEN TROLLEY		
8	SHELF TROLLEY		
9	MOBILE TABLE		
10	INDUSTRIAL WEIGHING MACHINE		
11	WATER SOFTNER		

Any other equipment that is required for carrying out the laundry services that the bidder feels are required may be added.

FORMAT FOR PREVIOUS WORK CERTIFICATE

1. Name of the bidder

Sl No	Name of the organization where service has been provided/ is providing	period	Users certificates (work order and performance certificate) of successful operation enclosed or not	Remarks
1	2	3	4	5

Following is the list of earlier order for providing in house laundry services complete in all respects executed by us to various organizations, details of which are being furnished by us in support of Qualifying requirements are as below:

Date:

Signature with seal

OTHER ALLIED WORKS FOR INSTALLATION OF LAUNDRY

- 1) Bidder must take into consideration in its bid, costs to be incurred for any additional work pertaining to Civil, Electrical, Plumbing, Sanitary and any other protections relevant as per State/Central Govt. regulation/local authority/NDMC, Furniture, Servo stabilisers, U.P.S. etc. required for successful installation, testing and commissioning of the system and the offered price should include all such costs, each Schedule is to be considered a package in itself and contractor to execute the order package on a “turn key basis”.
- 2) Laying of GI water pipe line with necessary taps, joints, elbows, Unions, Tees and valves of GI made and IS-1239 standard (Latest version) to various supply points in the Laundry Room from single point supply (Provided by the hospital).
- 3) Installation and commissioning of Water Softener for softening of available ground/supply water continuously at the hardness necessary for washing and other application required for laundry is at least “< 50 ppm” or as per suitability of the equipment. The Water Softening System shall be installed in the capacity compatible to the requirement of Laundry equipment and system running for the assigned duration at fully loaded condition.
- 4) Installation and commissioning of Electric distribution panel with all switchgears, wiring and controls etc of L&T/ Siemens/ ABB/GE or Schneider make) for distribution of power supply to various load points in the Laundry Room from single point power supply(Provided by the hospital).
- 5) Providing fixing of Electrical Gadgets like ELCB, MCB, Light Points, Power points, Fans, Cool air Fans, Exhaust fan etc in the laundry room.
- 6) Number of fans, power point, bulbs/tube light. Apart from this supplies to the individual equipments with ELCB & MCB in the laundry room.
- 7) Installation of MCB, ACB, ELCB & OCB of Havells /Siemens/L&T/Schneider for Control Panel for laundry.
- 8) Installation of sub-meter and water meter at laundry premises. The same will be inspected and verified by concerned Executive Engineer of AIIMS Deoghar.
- 9) Installation of all electrical cabling must be of IS: 1554 (As per latest amendment) standard and wiring as per IS: 732 standard and proper earthing of all laundry equipments and other electrical instrument and accessories in the laundry room as per standard guidelines of BIS.
- 10) All the items supplied should be reputed make as approved by engineer.

- 11) Construction/laying of Draining/Sewer system from all the equipments/Sinks to the main drain (outside the Laundry) with proper trap and flow system and tapping.
- 12) Providing and fixing of Glass fitted Anodize finished Aluminium /Wooden double/Single doors (Dirty & Clean) or Window, False ceiling suitable for laundry room and Sinks as required in the laundry room.
- 13) Ventilation (Preferably forced ventilation) including Ducting, Industrial Blowers/Fans for proper air-circulation for making comfort working zone in the laundry room at year round is the responsibility of the successful bidder. Motor shall be of suitable capacity, continuous duty S1 type of IS : 325 standard (Latest version) and of Kirloskar /NGEF/Siemens/ABB/GEC/Crompton Greaves make.
- 13) Finishing of Wall and Ceiling with Epoxy painting in the laundry room.
- 14) Civil works pertaining to building of Laundry Store (Storing of cleaned linen), doors (entry and exit of Dirty and Cleaned linen), plastering to the wall, flooring, walling, finishing work and any other work necessary in the laundry room for good practice of high quality laundry service shall be the responsibility of successful bidder.
- 15) Arrangement for requisite fire fighting for laundry and its maintenance for the contract period as per the statutory body of State/Central Govt./local authority etc shall be the responsibility of the successful bidder.
- 16) Tenderer should install a high quality CCTV camera with recording facility at the weighing place of laundry site.

PRICE BID(to be uploaded in BOQ Format only)

NIT No:

For OUTSOURCING OF LAUNDRY SERVICES ON PLAN, DESIGN, SUPPLY,
INSTALLATION, OPERATION, MAINTENANCE OF LAUNDRY EQUIPMENT AT AIIMS
DEOGHAR

Sl No	Description	Rates in Rs for Per kg (Dry Weight) of linen Inclusive of all charges	Rate of GST %age
1	Washing, Cleaning, Drying, ironing and delivering the linen (washed/dirty) to and from the wards. The linen shall be supplied AIIMS, Deoghar.		

Vendors are requested to quote rate of GST separately in financial bid

Note:

1. The above quoted prices shall include all charges like the, consumables, chemicals, equipment, transportation of linen, lab tests that need to be done periodically, or any other service charges.
2. The above quoted charges shall include all duties & taxes payable. Dry linen shall be weighed and weight of each linen shall be fixed during the time of award of contract. Payment will be made on

Date:

Signature with seal:

ANNEXURE-VI

Integrity Pact

Between

All India Institute of Medical Sciences, hereinafter,
referred to as "AIIMS Deoghar", and
..... hereinafter referred to as "The Bidder(s)/Contractor(s)"

Preamble

The AIIMS Deoghar intends to award, under laid down organizational procedures, contract/s for..... The AIIMS Deoghar values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparencies in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve this goal, AIIMS Deoghar will appoint Independent External Monitor (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section - 1 Commitments of AIIMS Deoghar

- 1) AIIMS Deoghar commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - a) No employee of AIIMS Deoghar, personally or through family members, will in connection with the tender for, or the execution of a contract demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
 - b) AIIMS Deoghar will, during the tender process treat to all Bidder(s) with equity and reason. The AIIMS Deoghar will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c) The AIIMS Deoghar will exclude from the process all known prejudiced persons.
- 2) If AIIMS Deoghar obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, AIIMS Deoghar will inform its Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section - 2 Commitments of the Bidder(s)/Contractor(s)

- 1) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. The Bidder(s)/Contractor(s) commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of AIIMS Deoghar's employees involved in the tender process or the execution of the contract or any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any illegal agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
 - c) The Bidder(s)/Contractor(s) will not commit any criminal offence under the relevant Anti- Corruption Laws of India; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by AIIMS Deoghar as part of the business relationship, regarding plans technical proposals and business details, including information contained or transmitted electronically.

- d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name & address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payment made to the Indian agent/representative have to be in Indian Rupees only.
- e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f) The Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.

2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section - 3 Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, AIIMS Deoghar is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per rule & regulations.

Section - 4 Compensation for Damages

If AIIMS Deoghar has disqualified the Bidder(s) from the tender process prior to the award according to Section 3 above, The AIIMS Deoghar is entitled to demand and recover the damage equivalent to Earnest Money Deposit /Bid security.

2. If AIIMS Deoghar has terminated the contract according to Section 3, or if AIIMS Deoghar is entitled to terminate the contract according to Section 3, AIIMS Deoghar shall be entitled to demand and recover from the Bidder(s) liquidated damages of the Contract value or the amount equivalent to performance bank Guarantee.

Section - 5 Previous Transgression

- 1. The Bidder declares that no previous transgressions occurred in the last 3 years with any other company in any country conforming to the anti- corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken against the contractor, if already awarded, can be terminated.

Section - 6 Equal treatment of all Bidder (s)/Contractor (s)

In case of Sub-contracting, the AIIMS Deoghar Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

- 1. The AIIMS Deoghar will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- 2. The AIIMS Deoghar will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section - 7 Criminal Charges against violating Bidder (s)/Contractor (s)/ Subcontractors (s)

If the AIIMS Deoghar obtains knowledge of conduct of a Bidder, Contractor or subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the AIIMS Deoghar has substantive suspicion in this regard, the AIIMS Deoghar will inform the same to the Chief Vigilance Officer.

Section - 8 Independent External Monitor

The AIIMS Deoghar appoints competent and credible Independent External Monitor for this Pact. After approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

1. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders / Contractors as confidential. He/ she reports to the Director AIIMS Deoghar.
2. The Bidder (s) Contractor (s) accepts that the Monitor has the right to access, without restriction to all Project documentation of the AIIMS Deoghar including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
3. The Monitor is under contractual obligation to treat the information and documents of the Bidder (s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information and of 'Absence of conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Director, AIIMS Deoghar and recuse himself/herself from that case.
4. The AIIMS Deoghar will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Director AIIMS Deoghar and request the Management to discontinue or take corrective action, or the take other relevant action. The monitor can in the regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Director AIIMS Deoghar, within 8 to 10 weeks from the date of reference or intimation to him by the AIIMS Deoghar and, should the occasion arise, submit proposals for correcting problematic situations.
7. If the Monitor has reported to the Director AIIMS Deoghar, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Director AIIMS Deoghar has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
8. The word Monitor, would include both singular and plural.

Section - 9 Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders' 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Director of AIIMS Deoghar.

Section - 10 Other Provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the AIIMS Deoghar.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like comprehensive Warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradictions between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

For and on behalf of the AIIMS Deoghar

For & on behalf of Bidder/Contractor

Office Seal Office Seal Place: _____

Witness 1: _____ Date : _____

Witness 2: _____

