

NATIONAL DRUG DEPENDENCE TREATMENT CENTRE
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
Store Section, NDDTC, AIIMS Ghaziabad

Tender No. 13/NDDTC/Laundry services/18-19/ST.

Date: 23-02-2019

Subject: Proposal for providing laundry services at NDDTC, AIIMS Ghaziabad on two year basis- Reg.

Sealed quotations are invited by post /per bearer for the laundry services.


The quotation should reach this office on or before **19-03-2019**. Up to **12.00 Noon** duly sealed marked **Tender No. 13/NDDTC/Laundry services/18-19/ST**. All quotation should be typed written. Quotation written in pencil or ink will not be entertained Quotations with eraser /overwriting will be deleted from the list of participants. The rates should be valid for two years or till the finalization of the next tender.

1. The tender will be in two bid system i.e. 1. Technical bid & 2. Financial bid. The price bid will be opened who will be qualified in technical evaluation.
2. The details of tender documents/specification, terms & conditions attached with this tender.

The EMD/Bid Security of **Rs. 15,000/-** shall be deposited through Demand Draft in favour of the **Chief, NDDTC, AIIMS**. The **original Earnest Money with quotation** must be submitted in the office of **Store Officer NDDTC, Store Section at NDDTC, AIIMS Ghaziabad**.

The quotations may please be addressed to **Store officer, National Drug Dependence Treatment Center, All India Institute of Medical Science, Sector 19, C.G.O Complex -II, Kamla Nehru Nagar, Ghaziabad, Pin -201001,(U.P.)**

The quotation against enquiry will be opened on **19-03-2019 on 12.00 Noon** in the office of Store officer, Store Section, ground floor at NDDTC, Ghaziabad in the presence of the tenderers, who are present due for opening at **12:30 Noon on 19-03-2019**.


for Store Officer
NDDTC, Ghaziabad

**NATIONAL DRUG DEPENDENCE TREATMENT CENTRE
CGO Complex, Kamla Nehru Nagar, Ghaziabad
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
NEW DELHI**

TENDER DOCUMENT

**APPOINTMENT OF VENDOR FOR OUTSOURCING OF
LAUNDRY SERVICES ON RATE CONTRACT BASIS**

CONTENTS OF TENDER DOCUMENT

S. No.	Particulars	Page No.
1.	Section -I Notice Inviting Tender	2-3
2.	Section-II Introduction & Scope of Work	4-6
3.	Section-III Terms and Conditions of Tender	7-13
4.	Section-IV Evaluation And Comparison Of Bids	14-15
5	Section-V Award of Contract	16
6	Section-VI Terms and Conditions of Contract	17-21
7	Annexure '1': Technical Bid Format& Checklist	22-23
8	Annexure '2': Location Information	24
9	Annexure '3': Details Of Laundry Equipment Held	25
10	Annexure '4': Format for Details of similar works executed in last 3 years	26
11	Annexure '5': Format for Details of Experience	27
12	Annexure '6': Format of Affidavit	28
13	Annexure '7': Format of Price BID	29
14	Annexure '8': Format of Declarations by the bidder	30
15.	Annexure '9': Format of Performance Bank Guarantee	31-33
16.	Annexure '10': Format of Rate Reasonability Certificate	34
17.	Annexure '11': List & format of documents to be submitted with monthly bill	35-38

SECTION: I NOTICE
INVITING TENDER (NIT)

NATIONAL DRUG DEPENDENCE TREATMENT CENTRE
CGO Complex, Kamla Nehru Nagar, Ghaziabad
(ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI)

NOTICE INVITING TENDERS (NIT)



National Drug Dependence Treatment Centre, CGO Complex, Kamla Nehru Nagar, Ghaziabad (A centre of AIIMS, New Delhi) invites Tender from firms providing laundry services from their own premises

(1) On behalf of The Director, ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS), Ansari Nagar, New Delhi-110 029, Chief, NDDTC invites sealed tenders in two bid system (Technical bid and financial bid) from eligible and qualified firms for Providing Laundry Services at NDDTC, Ghaziabad on rate contract basis for two years.

S. No.	Tender Enquiry Number	Brief Description of the Services Required	Qty.	Tender fee (in Rs.)	Amount of Bid Security (in Rs.)
1.	T.No. 13/NDDTC/Laundry services/18-19/ST.	NDDTC, has the requirement to launder the hospital linen, which comprises of big/small linen items both white & coloured, blankets, curtains, towels etc. The linen shall be collected from the hospital once in a day, washed and ironed in the earmarked premises of the Launder. The processed linen will be delivered within 24 hours of receipt for processing.	01	Nil	Rs.15,000/-

Last date for sale of tender documents

15-03-2019 upto 12.00 Noon.

Closing date & Time for Receipt of Bids:

On or before **19-03-2019** (upto **12.00** Noon)

Date, Time and place for opening of technical bids:

19-03-2019 at **12.30** p.m.
Office of the Store Officer, NDDTC, AIIMS, Ghaziabad-201002.

(2) The bidders can download the tender documents directly from the website available at www.aiims.ac.in, www.aiims.edu. And www.tenders.gov.in. In such case.

specifically superscribe, “downloaded from the website” on the top left corner of the outer envelope containing techno commercial bid. In no case, the tender cost fee should be mixed with EMD amount. The tenders not following the above procedure will be summarily rejected.

(3) It is the responsibility of the Bidders to ensure that their Bids, whether sent by post or by courier or by person, are dropped in the **Tender Box at Stores, NDDTC, CGO Complex-II, Kamla Nehru**

Nagar, Ghaziabad or received by the closing date and time stipulated above in the Para 2 for receipt of Bid, failing which the bid would be considered late and will be summarily rejected. The bids dropped in the other section/departments/Centers of AIIMS, will not be considered for submission and such bids will be summarily rejected.

(4)The bid security as mentioned above will have to be deposited through Demand Draft drawn in favour of the “**Chief, NDDTC, AIIMS**” along with the tender (Technical Bid). No interest is payable on Bid Security.

(5) The Tender Enquiry document is not transferable.

(6) In the event of any of the above mentioned dates being declared as a holiday / closed day for AIIMS, the tenders will be sold/received/opened on the next working day at the prescribed venue and time.

Please visit our website at **www.aiims.edu, www.aiims.ac.in, & www.tenders.gov.in** for further details of this tender.

**Store Officer, NDDTC
CGO Complex, Kamla Nehru Nagar,
Ghaziabad, Uttar Pradesh**

SECTION-II:
INTRODUCTION

The National Drug Dependence Treatment Centre, AIIMS has been established as the apex centre for treatment of drugs and substance abuse disorders in the country.

The NDDTC is situated on 10 acre campus near CGO Complex at Ghaziabad, Delhi NCR. It is presently having 50 bedded treatment facilities with expansion plan for the future.

The centre has well qualified multi-disciplinary faculty and staff (medical doctors, preclinical scientists, social scientists, research staff, nursing staff, laboratory personnel and administrative staff) to render various modalities of care. Clinical care is provided through outpatient, inpatient settings and community clinics.

The centre provides clinical care to about 4000 new patients and about 35000 old patients every year.

IMPORTANCE

The importance of a clean environment and linen for optimal patient care has been stressed upon since the very inception of hospitals. A sick person coming to the alien environment of the hospital gets tremendously influenced and soothed by the aesthetics or cleanliness of the surroundings and the linen. Clean linen is an aid to reduction of hospital acquired infections. The main objective of the laundry service will be to provide better patient care through properly planned and cleaned linen supplies.

REQUIREMENTS

NDDTC hospital has the requirement to launder the hospital linen, which comprises of big/small linen items both white & colored, blankets, curtains, towels etc. The linen shall be collected from the hospital premises once in a day and the washed linen will be delivered within 24 hours of receipt for processing.

SCOPE OF WORK

The approved vendor will carry out the work of transportation of dirty linen from the hospital designated areas to his laundry for sluicing, washing, drying, Calendaring/pressing & folding and the transport of clean linen from the laundry to the hospital designated areas.

WORKLOAD

The type of linen and its approximate quantity at present is provided in the table below. The quantity is likely to increase with the addition of new patient care facilities.

Name of Linen Item	Quantity Per Month
Bed Sheets	1500
Pillow Cover	500
Patient Kurta	20
Patient Payjama	20
Big Towel	30
Small Towel	50
Curtains	10
Draw Sheets	10
Blankets	50

RESPONSIBILITY: Only undamaged linen will be collected by the vendor, at the time of collection, his representative will identify torn linen and shall not collect it for further processing & washing.

The collection points can be many and will be decided by the hospital authorities, it shall be the responsibility of the vendor to collect the linen from all the collection points on a daily basis.

The bidder shall issue identity cards to its employees visiting the hospital for collection of linen. Staff engaged by the firm will carry the card which can be randomly checked.

The bidder shall be responsible for taking all measures to safeguard (all the staff employed by the firm) from all the likely health hazards including Personal Protective Equipment (PPE) and immunization.

Washing Chemicals/Detergents:

- a. Only eco-friendly and laboratory tested, manufactured by reputed firms detergents shall be used for processing of linen.
- b. The vendor will process linen as per approved washing procedure and washing formula.

c. Details of washing formulae as well as processes to be used for processing all types of linen will be submitted by the vendor along with their technical bid (**mixed bids shall be outrightly rejected**).

Quality Audit: The firm/vendor will hire an independent agency after approval of AIIMS authorities to conduct a quarterly audit of the laundry. The report of the audit shall be submitted to the institute. Any shortcomings observed during the audit will be rectified by the firm. Minor shortcomings will be rectified within 48 hours and the remaining shortcomings within 7 days. A compliance report regarding rectification of these shortcomings needs to be submitted to the NDDTC. Quality audit will have all the parameters pertaining to the input, process and outcome indicators. NDDTC reserves the right to add any quality parameter for evaluation of quality.

HOSPITAL RIGHTS AND RESPONSIBILITIES

The infected linen if any shall be identified by the hospital staff and shall be processed as per the protocols before giving for laundry.

The institute authorities can make surprise check to verify that the items being used are as per approved formula and quality/brand and right quantity of these are being used.

AIIMS reserves the right to subject any or all of these chemicals to Laboratory testing by an appropriate authority at any given time. In case the reports indicate that the chemicals used are of poor quality then the cost of getting these chemicals tested shall be borne by the vendor.

SECTION-III

TERMS AND CONDITIONS OF TENDER

1- GENERAL

1. Tender should be addressed to the Chief, NDDTC, CGO Complex, Kamla Nehru Nagar, Ghaziabad and submitted to the **Office of the Stores Officer (NDDTC)** under sealed cover failing which the tender shall be rejected.
2. Tender document and subsequent rate contract/agreement in favour of approved service provider is non-transferable.
3. THE INSTITUTE IS NOT AUTHORIZED TO ISSUE 'C/D FORMS'.
4. Tender should invariably be submitted in two bid system containing two parts as detailed below:

Part-i: - Technical bid in one sealed cover: It should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD).

Part-ii: - Price bid/financial bid separately in one sealed cover: It should contain only commercial.

In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily (mix bids shall be out-rightly rejected).

5. The Tenders should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency's letter head.
6. Quotations containing such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly.
7. Bidders may note that if the date of tender opening given in this Tender Document is declared to be a holiday by AIIMS, the tender shall be opened on the next working day at the same timing. In such an event the closing hours for receipt of tenders will stand automatically extended up to 12.00 hours of the next working day in the Government offices.
8. Late/delayed tenders received due to any reason whatsoever will not be accepted under any circumstances.
9. At any time prior to date of submission of tender, Tender Inviting Authority may, for any reason, or decision, modify the terms & conditions of the tender document by a corrigendum displayed on the website (www.aiims.ac.in, www.aiims.edu, www.tenders.gov.in). In order to provide reasonable time to take the amendment into account in preparing their bid, Tender Inviting Authority may or may not, at his discretion, extend the date and time for submission of tenders.
10. **Site visit:** Interested vendors can visit the hospital premises to collect all the information necessary for proper assessment of the prospective assignment.

TENDERS RECEIVED WITHOUT TENDER FEE AND EMD AMOUNT BY WAY OF DEMAND DRAFT IN FAVOUR OF "Chief, NDDTC, AIIMS" WILL NOT BE CONSIDERED AT ALL.

11. The successful bidder has to deposit Rs. 15,000/- on performance bank guarantee in favour of Chief, NDDTC, AIIMS.

2-ELIGIBILITY CRITERIA

BIDDERS ARE ADVISED TO SUBMIT QUOTATIONS ONLY IF THE TERMS & CONDITIONS OF CONTRACT AS PRESCRIBED ARE ACCEPTABLE TO THEM

IN TOTAL

Declaration of the same should be done as per format in Annexure '8'

-7-

Bidders intending to participate in the tender should first ensure that they fulfil all the eligibility-criteria, otherwise, the tender will be summarily rejected and no further correspondence will be entertained in this regard.

The bidders who meet the following criteria shall only be considered for price bid opening:

1. Each tender should be accompanied with an EMD/BID security amounting to **Rs. 15000/only** (rupees fifteen thousand only). **Cash/cheque is not acceptable at all.**
2. The firm should have **service tax registration certificate**.
3. **Location:** The Laundry from which the services are to be provided should be located within 10 km radius of NDDTC. The laundry can be owned/ rented/ Leased, but the declaration of land ownership should be done by the firm.
4. **Financial Standing:** The bidder should not have incurred any loss in the last three years ending 31st March 2018.
5. **Experience:** The Bidder should have minimum experience of 3 years in the field of Mechanized Laundry Services. At least one service contract of a nature and complexity equivalent to the Services over the last 3 years (preferably a hospital). The bidders not having the experience in hospital laundry shall not be disqualified, however additional points shall be awarded for this in the final evaluation.
6. The service provider should not have any vigilance/CBI case pending against them.
7. Should not have been blacklisted/ debarred in the past by any Govt. or Private organization
8. Their contract/agreement should never had been terminated for poor performance of work.

3-COST OF DOCUMENT

The tender documents can be downloaded from the official **website** www.aiims.ac.in, www.aiims.edu. & free of cost.

4-SUBMISSION OF BIDS

(a) Each & every page of the tender document (TECHNICAL BID AND PRICE BID) should be serially numbered and duly signed by the bidder. The checklist should be enclosed in the chronological order.

(b)**SEALING AND MARKING OF BIDS:** The bidder shall wax seal the Technical and Financial Bids in separate envelopes and keep them in a bigger wax sealed envelope. The Technical Bid shall bear the name “**TECHNICAL BID OF Tender No: 13/NDDTC/Laundry services/2018-19**” on the envelope, while the Financial Bid shall bear the name “**FINANCIAL BID of Tender No: 13/NDDTC/Laundry services/2018-19**” on the envelope for avoiding any mismatch.

I BOTH THE SEALED ENVELOPES SHOULD THEN BE PUT IN OUTER COVER INDICATING THEREON:

i) **Reference No. Of the Tender:** _____

ii) **Tender regarding:** _____

iii) **Due date for submission of the tender:** _____

iv) **Due date for opening of the tender:** _____

v) **Name of the bidder:** _____

Addressed to: The Chief, NDDTC, CGO Complex, Kamla Nehru Nagar, Ghaziabad

(d) The envelopes shall indicate the name and address of the bidders to enable the bid to be returned unopened in case it is declared ‘late’ or rejected.

Venue of tender opening: The tender will be opened on 19-03-2019. at 12.30. hrs. on the due date. If due to administrative reason, the venue/time of bid opening is changed, it will be displayed prominently in stores, NDDTC.

5-DOCUMENTS COMPRISING THE BID

The proposal shall be submitted by the Bidder in two Bids viz. Technical Bid and Financial Bid.

5.1-Technical bid: To be duly filled on format of Technical Bid as per **Annexure “1”** along with the following documents:

PLEASE NOTE NDDTC RESERVES THE RIGHT OF THE DECISION OF CANCELLATION OF BID WITH NO FURTHER CORRESPONDENCE IN ABSENCE OF ANY OF THE DOCUMENTS OR TO ASK THE BIDDER TO PROVIDE THE REQUIRED DOCUMENT.

5.1.1: **EMD:** Each tender should be accompanied with an EMD/BID security amounting to

Rs. 15000/-only (rupees fifteen thousand only) by way of Demand Draft drawn in favour of “Chief, NDDTC, Ghaziabad”. -9-

5.1.2: Service Tax Registration Certificate: (i) Bidder shall furnish a certificate on their letter head stating that upto date returns have been filed and there are no dues with the concerned department. (ii) Copies of such returns (latest) submitted to the department of Trade & Taxes, Excise duty, VAT/GST/ Sales Tax and other taxes.

5.1.3: Location Information: As per Annexure ‘2’ (i) Name & Postal Address, Telephone & Fax Number etc.

(ii) Names & Title of Owner/ Directors and personnel concerned with the work, with designation of individuals authorized to act for the organization.

(iii) Information on any litigation in which the applicant was involved during the last five years, including any current litigation.

(iv) Authorization for employer to seek detailed references.

The bidder should provide the details of laundry machines held as per format attached as Annexure ‘3’

5.1.7: **Experience Certificate:** (i) The bidder should provide a satisfactory performance report for mechanized laundry services from any institutions / organizations/ hospitals during last three years.

(ii) Details of works executed with similar nature and complexity equivalent to the Services over the last 3 years (preferably a hospital) as Annexure '4'. (iii) The detail of total experience as per format in Annexure '5'

5.1.8: **Non-blacklisting/non-debarring certificate:** The service provider has to give an affidavit on non-judicial stamp paper of Rs.10/- duly attested by notary that:

(a) There is no vigilance/CBI case pending against them.

(b) They have not been blacklisted/debarred in the past by any Govt. or Private Organization.

(c) The agreement/contract of the firm has never been prematurely terminated for poor performance of work. (Format Annexure '6')

5.1.9: **Copy of PAN/TAN Card.**

5.2-Financial Bid shall consist of only Price Schedule in the prescribed formats as per Annexure '7' strictly as per tender specification only in two bid system.

Financial bid for transport of dirty linen from central collection point area to the firm's laundry, washing of dirty linen, hydro extraction, operations of drying, Calendaring/pressing, mending & folding & transport of clean linen from laundry to central collection point area. The price comparison will be made on the cumulative total (4) obtained after adding individual cost (3) of the 8 items mentioned in Workload, Section- II, which in turn will be calculated after multiplication of the Net price quoted by the firm in column No. 2 with the average workload mentioned in column No. 1

The prices/rates quoted should be indicated in words as well as in figures.

BID PRICES: The bidder shall give the total composite price inclusive of all levies and taxes (inclusive of VAT/GST).

The prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is likely to be treated as non-responsive and rejected.

6-EARNEST MONEY DEPOSIT (EMD)

6.1. 1-Any Bid not accompanied with valid Bid Security / EMD in the acceptable form will be –liable to be rejected and shall be considered as non-responsive.

6.2- No interest will be payable on the bid security.

6.3- The EMD is liable to be forfeited if the Bidder withdraws amends, impairs, or derogates from the bid in any respect within the period of validity of its bid.

7-DISCHARGE OF EMD OF UNSUCCESSFUL BIDDERS(S)

The EMD of unsuccessful Bidders will be discharged / returned as promptly as possible after the expiry of the Bid validity period and / or within 30 days from the date of signing the agreement with the successful bidder.

8-DISCHARGE OF EMD OF SUCCESSFUL BIDDER(S)

8.1-The bid security of the Successful Bidder(s) shall be discharged only after the successful bidder(s) furnishes the Contract Performance Security as required.

8.2-If the successful Bidder(s) fails to furnish the Contract Performance Security within the requisite period as specified in the ‘General Conditions of Contract’, then the bid Security shall be liable to be forfeited by the Purchaser, in addition to any other actions as per terms and conditions stipulated in this Document.

9- BID VALIDITY

9.1-The bid shall remain valid a period of 180 days from the specified date of bid opening of financial bid. for

9.2-In exceptional circumstances prior to expiry of the original bid validity period, AIIMS may request the Bidder for extension in the period of validity. A Bidder may refuse the request without becoming liable for forfeiture of EMD. However, this bid may be rejected by on such refusal.

10-MODIFICATION, AND WITHDRAWAL OF BIDS

The Bidder has the discretion to modify or withdraw his bid after submission, but before the last date and time fixed for submission of the bids.

11-CLARIFICATION OF BID

To assist in the examination, evaluation and comparison of Bids, the Bidders may if necessary, be individually asked for clarification of their bids, including break-up of prices.

12-BID OPENING

The Technical Bids of all the Bidders will be opened at time, date and place indicated in the Bid Documents. In the event of the specified date of bid opening being declared a holiday for AIIMS, the bids shall be opened at the same time and location on the next working day

Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the Schedule. **The name and address of the representative authorized to attend the opening of the tender on behalf of a tendering firm should be indicated in the tender. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of tender. Only one representative per firm shall be permitted to attend the opening of the tender.** Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the bidders or outsiders shall not be allowed to attend the tender opening process.

SECTION-1V
EVALUATION AND COMPARISON OF BIDS

TECHNICAL EVALUATION: The technical bids shall be evaluated by Technical evaluation committee to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

PRIOR TO THE FINANCIAL EVALUATION, THE SUBSTANTIAL RESPONSIVENESS OF EACH BID TO THE BID DOCUMENT AND INSPECTION OF THE LAUNDRY SHALL BE CONDUCTED

RESPONSIVENESS OF BIDS ASSESSMENT: For purposes of these clauses, a substantially responsive bid is one, which conforms, to all the terms and conditions of the Bid Documents without material deviations. The determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

A bid determined as substantially non-responsive will be rejected and shall not subsequent to the bid opening be made responsive by the bidder by correction of the nonconformity.

The bidder will be out rightly rejected in case:

- i)** Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document, **ii)** Any report supported with documentary evidence regarding poor performance of the firm such as abandoning work midway, not completing the contract successfully, or unsatisfactory performance is received.
- iii)** If the applicant, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization during the last three years (till last date of bid submission), their application will be summarily rejected.

INSPECTION OF THE LAUNDRY: The bidders whose bid qualify technically shall be visited by the representatives nominated from NDDTC to verify the claims and to assess vendor's capacity.

FINANCIAL EVALUATIONS:

- (i)**Bidders who have been shortlisted after technical evaluation will be required to be present at the time of opening of financial bids on the prescribed date and time.

(ii) The Financial Bids of unsuccessful bidders would not be opened and shall be destroyed.-
(iii) If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

(iv) If there is a discrepancy between words and figures, the amount in words shall prevail.

If the Supplier does not accept the correction of the errors, his bid shall be rejected.

SECTION-V

AWARD OF CONTRACT

AWARD CRITERIA

Subject to the above, Authorized representatives (Committee members) of NDDTC will award the contract to the Bidder whose Bid has been determined to be responsive, complete and in accordance with the tender document and has scored maximum evaluation score.

16-NOTIFICATION OF AWARD

Prior to the expiry of the period of Bid validity, NDDTC will notify the successful Bidder through fax / mail to confirm in writing by Registered/Speed Post as well online that his Bid has been accepted. This letter hereinafter and in the General Conditions of Contract called '**Letter of Acceptance**'

17-SIGNING AND ACCEPTANCE OF LETTER OF ACCEPTANCE

Upon receipt of the **Letter of Acceptance** the successful Bidder shall return two copies of the Letter of Acceptance duly signed and stamped by his authorized signatory within 14 days from the date of receipt of Letter of Acceptance. However, the Contract shall be deemed to be concluded on the date of dispatch of the 'Letter of Acceptance' by the Purchaser. Upon return of '**Letter of Acceptance**' from the successful Bidder, Contract in accordance with the Tender Document, shall have to be signed by both the parties.

18-PERFORMANCE BANK GUARANTEE

1. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be forfeited
2. The expenses of completing and stamping the agreement shall be paid by the bidder.

SECTION VI
TERMS AND CONDITIONS OF CONTRACT

1. The second party (approved vendor) will carry out the work of transportation of dirty linen from the hospital designated areas to his laundry for sluicing, washing, drying, Calendaring/pressing, & folding and the transport of clean linen from the laundry to the hospital designated areas.
2. *The contract will be valid for a period of two years from the date of commencement which can be further extended on yearly basis subject to satisfactory performance. The service provider will have to commence the work within 15 days of the award of the contract.*
3. The first party (NDDTC) will decide the timing of collection of linen, to be followed by the vendor. Collection, distribution of clothes should be carried out within the period as specified by the hospital authorities.
4. The collection of dirty linen from the designated areas shall be done before 10:00 AM every day. The designated representative of the firm will separate the torn linen at the time of collection and shall report to designated officer.
5. The clean linen shall be delivered to the designated areas before 2:00 PM on the next day.
6. The provision of appropriate and adequate manpower, material supplies, required for performing the tasks processes of the laundry services, shall be ensured by the second party.
7. The person designated for collection and return of linen from NDDTC premises should, at all times carry an I-Card and should produce it on being asked by the authorized person of the first party.
8. If any complaint of misbehaviour and misconduct by personnel of the service provider comes to the knowledge of the authorities then responsibility for all such activities shall be of the service provider and any loss owing to negligence or mishandling by the personnel employed by the service provider, the service provider shall himself be responsible to make good for the losses so suffered by NDDTC.

9. The individual signing the quotation form or any document forming part of the contract on behalf of approved contractor, shall be responsible to produce a proper power of attorney duly executive in his favour stating that he has authority to bind other such person of the firm as the case may be in all matters pertaining to the contract including the arbitration clauses. If subsequently the person so signing fails to provide the said power of attorney within a reasonable time, the institute may, without prejudice to other civil and criminal remedies

-16-

cancel the contract and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership firm, all the partners should sign the Contract. In case of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority/resolution passed by the company empowering him/her to sign the agreement on behalf of the company or firm.

10. The contract can be terminated by the first party (Chief, NDDTC, Ghaziabad) by giving three months' notice. The second party (the service provider) if so desire to terminate the contract will be required to give six months' notice or till NDDTC is able to make alternative arrangements, whichever is earlier.
11. The first party (NDDTC) reserves the right to cancel the contract agreement or to withhold the payment in the event of non-commencement or unsatisfactory performance of the work contract. In such a case, eventuality NDDTC further reserves to get the work done from some other agencies at the cost of bidding agency.
12. If any information or any document furnished by the second party (approved contractor) is found to be incorrect at any time, the contract is liable to be terminated without any notice period and the security deposit is liable to be forfeited by the First party (NDDTC). This will make the bidder ineligible for bidding in future and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by All India Institute of Medical Sciences(AIIMS, New Delhi)
13. The First party (NDDTC) reserves the right to amend the scope of the contract.
14. The agency shall not engage the personnel below the age of 18 years.
15. The personnel deployed by the agency for the work of NDDTC shall be medically fit and their antecedent be verified prior to the deployment in the Institute.
- 16. *Persons suffering from contagious or infectious disease shall not be employed or Permitted to work for NDDTC.*** Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred on medical examination of such employees, shall be borne and paid by the vendor.

17. The contractor will be solely responsible for the compliance of all statutory regulations applicable to the contractor/labour as also other Central & State Government statutory regulations associated with such work. No liability whatsoever shall attach to the NDDTC, AIIMS on account of or any failure on the part of the service provider to observe these

-17-

Regulations. Any liability arising out of any litigation (including those in consumer courts) due to any act of Service Provider's personnel shall be directly borne by the Service Provider including all compensation/damage/expenses/fines. The concerned Service Provider personnel shall attend the court as and when required.

18. If on account of non-compliance with the provisions of any such laws, the first party (NDDTC) is called upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to NDDTC all such payment and NDDTC authorities shall be free to make deductions on this account from the amount of Security Deposit, in which case, the service provider shall immediately pay such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by the Institute to the service provider. ***The service provider will sign an Indemnity Bond in favour of AIIMS, to this effect.***

19. **RATE-REVISION:** Successful bidder shall not be entitled to any rate-revision of price approved for any reason except Govt. levies which become applicable after finalization of rate contract along with adequate documentary proof thereof. No escalation of rates quoted will be allowed during the period of contract.

20. **FALL CLAUSE:** The firm shall provide a certificate on a Non – judicial stamp paper of Rs.10 duly attested by notary public, stating that “The firm is not providing the services to any organization with similar work at a lower cost”(See Annexure ‘10’). If during the rate contract period there is a downward trend in price of services due to any reason (reduction in cost of detergents; reduction in electricity charges or any other) the cost to the first party shall be reduced by the second party. ***The agency will honour the Fall Clause in case it also gets business in any other establishment at a lower cost. .***

21. **RISK PURCHASE CLAUSE:** In the event of the Bidder/ Supplier's failure to supply the ordered services as per the contract the First party reserves the right to procure the services from any other source at the Bidder's risk and cost and the difference in cost shall be

borne by the Bidder. Further, the purchaser shall retain the right of forfeiture of Performance Security and or any other action(s) as deemed fit.

22. PENALTY CLAUSES: In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, NDDTC reserves the right to impose the penalty as detailed below:

- a. In case of Chemicals, consumables are not of desired quality/brand or not changed as per the satisfaction of the Institute authorities a penalty of Rs.500/- per instance per day will be imposed. -18-
- b. If washing of the linen is not up to satisfaction of the institute authorities based upon inspection by the designated official, the linen shall be send for rewashing with no payment for that piece and in addition a penalty of Rs.50/- per piece will be imposed.
- c. A penalty of Rs 100/- per adverse report (average and poor will be considered adverse report) based on the fortnightly/monthly feedback report from all the user areas.
- d. The First party reserves the right to impose penalty of Rs.500/- per instance of delayed deliveries or distribution of linen as reported by the user departments in their fortnightly reports or feedback.
- e. In case the rewash of linen based upon the record maintained is over and above the acceptable level of 5% a penalty of Rs 1000/- will be imposed.
- f. For any other breach, violation or contravention of any terms and conditions contained herein a penalty of Rs. 500/- will be imposed per day.
- g. If it is observed that the quarterly quality audits by an independent agency are not being carried out, a penalty of Rs.1000/- will be imposed. Any shortcomings observed during the audit will be rectified. Minor shortcomings will be rectified within 48 hours and the remaining shortcomings within 7 days. A compliance report regarding rectification of these shortcomings needs to be submitted to the Institute.
- h. In case the services remain unsatisfactory for more than one week as per the terms & conditions, a penalty of 5% of the annual contract value will be imposed.
- i. In event of any loss or damage of the linen items, the said loss may be claimed from the Service Provider up to the value of the loss (book value). The decision of the Chief, NDDTC will be final and binding on the Service Provider.
- j. If the personnel designated to collect and return the linen fails to produce their photo identity card, a penalty at the rate of Rs.100/- per instance would be imposed

- 23. TERMS OF PAYMENT:** The following documents and verification are required to be endorsed/sent with the bills submitted for payment (See Annexure '11'):
- a. Exact data on day wise type of linen processed, countersigned on a daily basis by the designated official of NDDTC.
 - b. The bills have to be accompanied by a monthly feedback form to be collected from the user areas
 - c. Daily records of linen being sent for rewash.
 - d. Copy of bills of chemicals and detergent procured.
 - e. Quarterly quality Audit report.
- 24.** The Payment shall be made through cheque or electronic clearing system. In case of cheque, the same will be dispatched through registered post and postal charges shall be deducted from their bills.
- 25.** The payment will be released after the deduction of any penalty that may be imposed by the Competent Authority as per contract agreement.
- 26.** If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the 'NDDTC authorities' from the Service Provider.
- 27.** The Institute will deduct Tax at Source (TDS) under section 194-c of the Income Tax Act, 1961 from the contractor (If applicable).
- 28.** The payment against bills shall be made every month by AIIMS. The bill has to be accompanied by exact data as per Annexure '9' which have to be certified by authorized representative of AIIMS on a monthly basis.
- 29. INSPECTION OF LAUNDRY:** Designated officials of AIIMS will have right to enter the Laundry premise at any time in order to inspect the said laundry premises. The time

and date for this purpose will be fixed with the mutual convenience of both the parties, as far as possible (If applicable).

30. *The bidder shall not engage any subcontractor or transfer the contract to any other service provider.*

31. SETTLEMENT OF DISPUTES: In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement,

-20-

32. or otherwise the matter shall be referred to the Arbitrator as appointed by the Director,

AIIMS. The courts at Delhi/New Delhi shall have jurisdiction in connection with any dispute/litigation arising out of this contract.

ANNEXURE '1'

TECHNICAL BID FORMAT & CHECKLIST

1	Name of the firm/ Society/ Company/ Proprietary Concern	
2	Address of registered office	
3	Address of the office at Ghaziabad	
4	Telephone Nos./Fax/E-mail at Ghaziabad	
5.	Ownership Proof:	
a.	Is the land on which Laundry is built owned by the firm of on rent/lease	
b.	Supporting documents:	
6	Earnest Deposits money (EMD)	
a.	Bank Draft No.	
b.	Dated	
c.	Amount (In Figures)	
d.	Amount (In Words)	
7	Banker of Company/ Firm/agency with full address (Attach certified copy of statement of A/c for the last year) Telephone Number of Banker	
8	PAN / TAN No. (Attach attested copy)	
9	VAT/SALE TAX Reg. No. (Attach attested copy)	
10	Service Tax Registration	

a	No. (Attach attested copy)	
b	Certificate on letter head stating date returns have been filed and there are no dues with the concerned department.	
12	Location Information : Annexure '2'	
13	Details Of Laundry Equipment Held: Annexure '3'	
14	EXPERIENCE:	
a.	Satisfactory performance report for mechanized laundry services from any Organizations during last three years.	
b.	Details of similar works executed in last 3 years : Annexure '4'	
c.	Details of Experience: Annexure '5'Format for	
15.	Affidavit of Non debarring/ no vigilance case:as per format in Annexure '6'	
16	Acceptance of terms & conditions attached as per format in Annexure '8'	

(Please sign each page of terms and conditions as token of acceptance and submit as part of tender document)

(Signatures of the authorized signatory with seal of tendering firm)

Date:

Name: - Place:

Address:-

Mob No.

ANNEXURE '2'

1. Name & Address of the applicant

Telephone No./Fax No.

2. Legal status of the applicant (attach copies of original document relating to the legal status).

(a) An individual

(b) A proprietary firm

(c) A firm in partnership

(d) A limited company or Corporation

3. Names and Titles of Directors & Officers with designation to be concerned with this work.

4. Designation of individuals authorized to act for the organization.

5. Whether the Laundry is within 10 km radius of NDDTC

6. Is the land on which Laundry is built owned by the firm or on rent/lease (provide supporting documents):

7. Total number of employees along with their designations engaged by the bidder in various works being undertaken at present.

8. Any other information considered necessary but not included above.

Signature of Applicant

ANNEXURE '3'

DETAILS OF LAUNDRY EQUIPMENT HELD

S NO	NAME OF EQUIPMENT	CAPACITY	QUANTITY HELD	YEAR OF PURCHASE	FUNCTIONAL STATUS	LAST AMC/CMC DONE DATE
1.	Washers					
2.	Dryers					
3.	Hydro extractors (if separate)					
4.	Electric Press					

5.	Ironing Tables					
----	-------------------	--	--	--	--	--

Contract no./Supply order No.	Name of Organisation	Description of Contract/Supply	No. of years of contract	Value	Continuing (YES/NO)

ANNEXURE '5'

Name of the Employer	Description of work	Contract No.	Value of Contract (Rs.)	Period of Contract	Date of starting work	Date of completion	Remarks (if any)

Attach certificate(s) of payments.

FORMAT OF AFFIDAVIT

(To be furnished by the Bidder)

(On Non – judicial stamp paper of Rs.10 duly attested by notary public)

I S/o Shri., aged.....years,
working as Proprietor/Managing Partner/ Director of
M/s.....having its registered office
at..... I do hereby solemnly affirm and
declare as under:

1. That neither our Company/Society/Trust M/s..... nor any of its directors/President/Chairperson/Trustee have abandoned any work for the Central/ State Government during last ... years prior to the date of this Bid.
2. That neither our Company /Society /Trust M /s nor any of its directors/President/Chairperson/Trustee have been debarred/blacklisted by any organization/ Central/ State Government of India for any work.
3. a) That our Company/Society/Trust has not been punished for any offence
b) The Director/President/Chairman/Trustee of our company/Society/Trust.....have/has neither been convicted of any offence/ any criminal case(s). There is/are no Vigilance/CBI pending.
4. The undersigned hereby authorize(s) and request(s) any bank, person, firm, Competent Authority or corporation to furnish pertinent information deemed necessary and requested by NDDTC,AIIMS to verify this statement or regarding my (our) competence and general reputation.
5. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the competent authority of NDDTC, AIIMS.
6. That I further undertake that in case any of the facts contained above and in our application is found other-wise or incorrect or false at any stage, my/our firm/ company/ group/sister concerns/ associate companies shall stand debarred from the present and future tenders of the All India Institute of Medical Sciences, New Delhi. Date:
Signed by an authorized Officer of the Company/Society/Trust with Seal

FORMAT FOR PRICE BID

S No.	Name of Linen Item	Quantity Per Month (1)	Net price per piece in Rs.(all inclusive) (2)	Total Value in Rs. (3=1X2)
1.	Bed Sheets	1500		
2.	Pillow Cover	600		
3.	Patient Kurta	20		
4.	Patient Payjama	20		
5.	Towel	20		
6.	Curtains	10		
7.	Draw Sheets	10		
8.	Blankets	50		
TOTAL			Total Value of 8 items (4) obtained after adding all the column no. 3 values	

The price comparison will be made on the cumulative total (4) obtained after adding individual cost (3) of the above 8 items which in turn will be calculated after multiplication of the Net price quoted by the firm in columnNo. 2 with the average workload mentioned in column No. 1

DECLARATION

From:-

M/s.....

.....

.....

To

Chief

National Drug Dependence Treatment Centre (NDDTC)
CGO Complex, Kamla Nehru Nagar, Ghaziabad

1. I, _____ Son / Daughter / Wife of
Shri _____ Proprietor/Director authorized signatory of the
agency/Firm, mentioned above, is competent to sign this declaration and execute this tender
document;
2. I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them;
3. The information / documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact
that furnishing of any false information / fabricated document would lead to rejection of
my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/We further undertake that none of the Proprietor/Partners/Directors of the organization
was or is Proprietor or Partner or Director of any organization with whom the
Government have banned /suspended business dealings.

Yours faithfully,

(Signature of the Bidder)

Date: Name:

Place: Designation

Seal of the Agency Address:

FORMAT FOR BANK GUARANTEE TOWARDS PERFORMANCE SECURITY

(To be executed by any scheduled bank, on a non-judicial stamp paper under bank's covering letter mentioning address of the bank)

To,
Chief
National Drug Dependence Treatment Centre (NDDTC)
CGO Complex, Kamla Nehru Nagar, Ghaziabad

In consideration of NDDTC, Ghaziabad [hereinafter referred to as NDDTC, AIIMS', which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] having agreed to exempt

M/s _____ [hereinafter referred to as 'supplier /contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] from depositing with NDDTC, AIIMS a sum of Rs. _____ (Rupees _____) towards security / performance guarantee in lieu of the said contractor having agreed to furnish a bank guarantee for the said sum of Rs. _____ (Rupees _____) as required under the terms and conditions of contract / work order no dated _____ [hereinafter referred as the order'] placed by NDDTC, AIIMS on the said supplier /contractor. We, _____ the bank [hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay NDDTC, AIIMS an amount not exceeding Rs. _____ (Rupees _____) on the demand made by NDDTC, AIIMS on us due to a breach committed by the said supplier /contractor of the terms and conditions of the contract /order.

1. We _____ the bank hereby undertake to pay the amount under the guarantee without any demur merely on a demand from NDDTC, AIIMS stating that there is a breach by the supplier / contractor of any of the terms and conditions contained in the order or by the reasons of the supplier's / contractor's failure to comply with the terms and conditions as stipulated in the order or amendment(s) thereto. The demand made on the bank shall be conclusive as to the breach of the terms and conditions of the order and as regard to the amount due and payable by the bank under this guarantee, notwithstanding any dispute or disputes raised by the said supplier / contractor regarding the validity of such breach and we

agree to pay the amount so demanded by NDDTC, AIIMS without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).

2. We, the bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till the dues of NDDTC, AIIMS under or by virtue of the said order have been fully paid and its claim satisfied or discharged or till NDDTC, AIIMS certifies that the terms and conditions of the order have been fully and properly carried out by the supplier / contractor and accordingly discharge the guarantee.
3. We the bank, undertake to pay to NDDTC, AIIMS any money so demanded notwithstanding any dispute or disputes raised by the said supplier /contractor in any suit or proceedings pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the said supplier / contractor shall have no claim against us for making such payment.
4. We _____ the bank further agree that NDDTC, AIIMS shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the order / contract or to extend time of performance by the said supplier / contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the NDDTC, AIIMS against the said supplier / contractor and to forbear or enforce any of the terms and conditions relating to the order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier / contractor or for any forbearance, act or omission on the part of NDDTC, AIIMS or any indulgence by NDDTC, AIIMS to the supplier / contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.
5. Our liability under this guarantee is restricted to Rs. _____ (Rupees _____) and shall remain in force up to _____ unless demand or claim under this guarantee is made on us in writing within 6 months from the date of expiry viz. _____. We shall be discharged from all liabilities under this guarantee thereafter.
6. This guarantee will not discharge due to change in the constitution in the bank or the said supplier / contractor.

7. The bank hereby agrees to address all the future correspondence in regard to this bank
-31-
guarantee to The Chief, NDDTC, AIIMS, Ghaziabad.

8. We, _____ the bank lastly undertake not to revoke this guarantee during its
currency except with the previous consent of the NDDTC, AIIMS in writing.

Signed on the _____ day of _____

**Signature For the Bank
Name(s) & Designation(s)**

Witness:

Name & Address

FORMAT OF RATE REASONABILITY CERTIFICATE

(AFFIDAVIT)

(To be furnished by the Successful Bidder along with the Performance Bank Guarantee)

(On Non – judicial stamp paper of Rs.10 duly attested by notary public)

I S/o Shri., aged.....years,
working as Proprietor/Managing Partner/ Director of
M/s.....having its registered office
at..... I do hereby solemnly affirm and
declare as under:

1. We are not providing services to any other institution, with similar scope of work and workload at a lower rate than quoted for the services to NDDTC, AIIMS.
4. The undersigned hereby authorize(s) and request(s) any bank, person, firm, Competent Authority or corporation to furnish pertinent information deemed necessary if requested by NDDTC, AIIMS to verify this statement or regarding my (our) competence and general reputation.
5. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the competent authority of NDDTC, AIIMS.
6. That I further undertake that in case any of the facts contained above and in our application is found other-wise or incorrect or false at any stage, my/our firm/ company/ group/sister concerns/ associate companies shall stand debarred from the present and future tenders of the All India Institute of Medical Sciences, New Delhi.

Date: Signed by an authorized Officer of the Company/Society/Trust with Seal.

LIST & FORMAT OF DOCUMENTS TO BE SUBMITTED WITH MONTHLY BILL

1. Day wise type of linen collected, countersigned on a daily basis by the designated official of NDDTC as per format 'A' below
2. The bills have to be accompanied by a monthly feedback on the quality of processing (to be collected from the user areas as per the format 'B' below)
3. Daily records of linen being returned to the user area with linen not accepted and sent for rewash(as per the format 'C' below)
4. Copy of bills of chemicals and detergent procured.
5. Quarterly quality Audit report.

-34-
FORMAT 'A'

COLLECTION POINT NAME:

TYPE OF LINEN	DATE																														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Bed Sheets																															
Pillow Cover																															
Patient Kurta																															
Patient Payjama																															
Towel																															
Curtains																															
Draw Sheets																															
Blankets																															
TOTAL																															
LINEN NOT COLLECTED DUE TO BEING TORN/DAMAGED																															

DETAILS OF THE MONTH:

Signature of the Firm's Representative Signature of the Ward/ Area In charge

FORMAT 'B'

FEEDBACK FOR THE MONTH OF.....

AREA	NUMBER OF LINEN (FOUNDWITH)			NUMBER OF LINEN SEND FOR REWASH	Comments Of The Area In Charge	Name & Signature of person giving comments	Received by (Name & Signature of Firm's Rep.)
	STAIN/PATCH	TORN	UNPLEASANT ODOUR				

COUNTER SIGNATURES

(FIRM'S AUTHORIZED REPRESENTATIVE) _____ ANS, NDDTC

-36-
FORMAT 'C'

RETURNING POINT NAME:

TYPE OF LINEN	DATE																														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Bed Sheets																															
Pillow Cover																															
Patient Kurta																															
Patient Payjama																															
Towel																															
Curtains																															
Draw Sheets																															
Blankets																															
TOTAL																															
LINEN NOT ACCEPTED BY THE USER DUE TO TORN/ PATCHED/DAMAGED																															
LINEN SEND FOR REWASH																															

DETAILS OF THE MONTH:

Signature of the Firm's Representative Signature of the Ward/ Area In charge

